



safe work australia

Australian Workers' Compensation Statistics, 2012–13

In this report:

- Summary of statistics for non-fatal workers' compensation claims by key employment and demographic characteristics
- Trends in serious claims from 2000–01 to 2012–13
- Comparison of serious claims made by younger and older employees
- Information on time lost and compensation paid
- Profile of Retail trade and Manufacturing industries

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ISBN 978-1-76028-029-1 (pdf)

ISBN 978-1-76028-030-7 (docx)

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Introduction

This report provides a summary of Australian workers' compensation statistics for the 2012–13p financial year, including trends over time and an overview of time lost and compensation paid. The report also analyses serious claims among younger and older employees and profiles the Retail trade and Manufacturing industries.

The PDF version of this report provides optimal viewing results. It can be used to its maximum potential when viewed electronically as it includes links to transfer readers from key findings to relevant statistical tables and has pop-up findings that are displayed when the mouse is hovered over highlighted cells in statistical tables.

Definition of a serious claim

A serious claim is a workers' compensation claim for an incapacity that results in a total absence from work of one working week or more, lodged in the reference year, and accepted for compensation by the jurisdiction by the date the data are extracted for publication. Claims arising from a work-related fatality or a journey to or from work or during a recess period are excluded from the definition of serious claims. As fatalities are not included in this definition, readers should refer to the Work-related Traumatic Injury Fatalities publication series for further information on work-related fatalities.

Changes to classification of data

The workers' compensation statistics presented in this report were compiled and coded using updated classification systems, which means they are not directly comparable to statistics published in previous Safe Work Australia reports, including Australian Workers' Compensation Statistics, 2011–12.

The updated classification systems used to compile and code the data in this report affect the coding of workers' compensation claims (National Data Set for Compensation-based Statistics, Third Edition), nature of injuries and diseases (Type of Occurrence Classification System, Third Edition, Revision 1), industry classifications (Australian and New Zealand Standard Industrial Classification, 2006) and occupational classifications (Australian and New Zealand Standard Classification of Occupations, First Edition). Further information on the classification systems used in this report is available in Explanatory notes.

Data in the report

While this report is restricted to the analysis of accepted workers' compensation claims, it nevertheless provides a good indicator of Australia's work health and safety performance for the period up to the 2012–13p financial year and the trends in performance over time. Data are presented by key variables such as industry, occupation, age group and sex with supporting information on the circumstances surrounding work-related injury and disease occurrences.



Serious claims by employees aged below 25 15 480 (13%)

Serious claims by employees aged 55 and above 21 820 (19%)

Occupational disease claims 12 015 (10%)



Summary of findings

Preliminary data show there were 117 815 serious workers' compensation claims in 2012–13p, which equates to 11.1 claims per 1000 employees and 6.7 claims per million hours worked ([Table 2](#)).



Between 2000–01 and 2011–12, the number of serious claims decreased by 6% from 133 125 claims to 125 015 claims. Over the same period, the incidence rate of serious claims fell by 26% from 16.3 claims per 1000 employees in 2000–01 to 12.0 per 1000 employees in 2011–12 ([Table 9](#)).

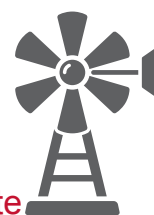


In 2012–13p, 63% of serious claims were made by male employees, despite males comprising 52% of the workforce ([Table 1](#)). Male employees made 13.4 serious claims per 1000 employees, compared with 8.5 serious claims per 1000 female employees ([Table 2](#)).



The Agriculture, forestry & fishing industry had the highest incidence rate of serious claims in 2012–13p: 21.0 serious claims per 1000 employees, nearly twice the national rate of 11.1. Transport, postal & warehousing industry employees made 19.1 serious claims per 1000 employees ([Table 4](#)).

2 in 100 Agriculture, forestry & fishing employees made a **serious** claim, **double the national rate**



Employees working as Labourers had the highest incidence rate of serious claims of all occupations in 2012–13p: 27.0 serious claims per 1000 employees, more than twice the national rate. Machinery operators & drivers made 24.4 serious claims per 1000 employees ([Table 5](#)).



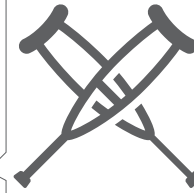
3 in 100

Labourers made a **serious** claim



Summary of findings

Injuries & musculoskeletal disorders led to 90% of serious claims in 2012–13p and the most common type was Traumatic joint/ligament & muscle/tendon injury (45%). Diseases led to 10% of serious claims and the most common type was Mental disorders (6%) ([Table 6](#)).



90%

of **serious** claims were caused by injuries & musculoskeletal disorders

Muscular stress while lifting or handling objects caused 33% of serious claims in 2012–13p, while Falls, trips & slips of a person caused 22% of serious claims ([Table 16](#)).

33%

of **serious** claims the result of muscular stress while lifting or handling objects



Between 2000–01 and 2011–12, the median time lost from work for a serious claim rose by 29% from 4.2 working weeks in 2000–01 to 5.4 working weeks in 2011–12 ([Table 22](#)). In 2011–12, the median time lost for male employees was 5.2 working weeks and 6.0 working weeks for female employees ([Table 23](#)).



5.4 weeks

the typical number of weeks off work for serious claims in 2011–12

Between 2000–01 and 2011–12, the median compensation paid rose by 71% from \$5 200 in 2000–01 to \$8 900 in 2011–12 ([Table 22](#)).

71%

increase in the median payment for a **serious** claim since 2000–01



\$8 900

The back was the location on the body most often injured, accounting for 22% of all serious claims in 2012–13p. Other common locations were the hand, fingers & thumb (13%), shoulder (10%) and knee (9%) ([Table 15](#)).

13%

hand

10%

shoulder

9%

knee

22%

back





Standard symbols and abbreviations

The following standard symbols are used in this publication:

ABS

Australian Bureau of Statistics

ANZSIC

Australian and New Zealand Standard Industrial Classification, 2006

ANZSCO

Australian and New Zealand Standard Classification of Occupations, First edition

msd

Musculoskeletal disorders

na

not applicable

NDS

National Data Set for Compensation-based Statistics

nec

not elsewhere classified

np

data not available due to confidentiality restrictions

p

preliminary data

TOOCS

Type of Occurrence Classification System

*

Asterisked incidence and frequency rates in tables have a relative standard error of 25% or more, but less than 50% and should be used with caution



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Serious claim count, 2012–13p

The following section presents key workers' compensation information for the 2012–13p financial year, with tables and figures showing the number of serious claims by age group and sex, industry, occupation and occurrence details. Data for the 2012–13p financial year are considered preliminary and are likely to rise by around 3% when updated data are supplied.

Incidence rates are expressed as the number of serious claims per 1000 employees, while frequency rates are expressed as the number of serious claims per million hours worked.

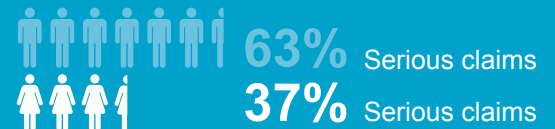
Frequency rates reflect the number of injuries per hour worked and are a more reliable measure where a large proportion of a group work part-time (such as women or young workers).





Table 1: Serious claims: number of claims and employment by sex, 2012–13p

Sex	Employment		Serious claims	
	Employees (million)	%	Claims	%
Male	5.555	52%	74 705	63%
Female	5.044	48%	43 115	37%
Total	10.599	100%	117 815	100%



Just over 50% of employees are male, but males account for nearly two-thirds of serious claims

Table 2: Serious claims: number, incidence and frequency rates by injury or disease and sex, 2012–13p

Sex	Number of serious claims	Percentage	Incidence rate (claims per 1000 employees)	Frequency rate (claims per million hours)
Male				
Injury & musculoskeletal disorders	68 035	91%	12.2	6.4
Diseases	6 670	9%	1.2	0.6
Total	74 705		13.4	7.1
Female				
Injury & musculoskeletal disorders	37 770	88%	7.5	5.3
Diseases	5 345	12%	1.1	0.8
Total	43 115		8.5	6.1
All serious claims				
Injury & musculoskeletal disorders	105 800	90%	10.0	6.0
Diseases	12 015	10%	1.1	0.7
Total	117 815		11.1	6.7

Males and females have more similar frequency rates of serious claims than they do incidence rates



Table 3: Serious claims: number, incidence and frequency rates by injury or disease, sex and age group, 2012–13p

Age group	Number of serious claims			Incidence rate (claims per 1000 employees)			Frequency rate (claims per million hours)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
All serious claims									
<20 years	3 200	1 285	4 485	9.6	3.5	6.4	8.8	4.4	6.8
20-24 years	7 695	3 295	10 995	12.6	5.7	9.2	7.5	4.2	6.1
25-29 years	8 260	3 550	11 810	11.9	5.9	9.1	6.1	3.7	5.1
30-34 years	7 940	3 360	11 300	12.0	6.2	9.4	6.0	4.1	5.3
35-39 years	8 250	3 975	12 220	13.3	7.7	10.8	6.5	5.5	6.1
40-44 years	9 165	5 560	14 730	14.6	9.7	12.2	7.1	6.6	6.9
45-49 years	8 565	6 390	14 955	15.3	11.5	13.4	7.3	7.5	7.4
50-54 years	8 490	6 990	15 480	15.6	12.8	14.2	7.6	8.6	8.0
55-59 years	6 740	5 140	11 875	15.3	12.5	14.0	7.8	8.6	8.1
60-64 years	4 755	2 760	7 515	16.4	11.5	14.2	9.0	8.6	8.8
65 years+	1 630	800	2 430	9.7	7.7	8.9	6.6	6.9	6.7
Total	74 705	43 115	117 815	13.4	8.5	11.1	7.1	6.1	6.7
Injury and musculoskeletal disorders									
<20 years	3 105	1 200	4 305	9.3	3.3	6.1	8.5	4.1	6.6
20-24 years	7 415	3 020	10 440	12.1	5.2	8.8	7.3	3.8	5.7
25-29 years	7 785	3 150	10 935	11.2	5.2	8.4	5.8	3.3	4.7
30-34 years	7 345	2 885	10 230	11.1	5.3	8.5	5.5	3.5	4.8
35-39 years	7 485	3 400	10 885	12.1	6.6	9.6	5.9	4.7	5.4
40-44 years	8 195	4 775	12 970	13.1	8.3	10.8	6.3	5.7	6.1
45-49 years	7 635	5 535	13 170	13.6	9.9	11.8	6.5	6.5	6.5
50-54 years	7 520	6 035	13 555	13.8	11.1	12.4	6.7	7.4	7.0
55-59 years	5 870	4 520	10 390	13.4	11.0	12.2	6.8	7.5	7.1
60-64 years	4 210	2 475	6 680	14.5	10.3	12.6	7.9	7.7	7.9
65 years+	1 450	765	2 215	8.6	7.3	8.1	5.9	6.5	6.1
Total	68 035	37 770	105 800	12.2	7.5	10.0	6.4	5.3	6.0
Diseases									
<20 years	95	85	180	0.3	0.2	0.3	0.3	0.3	0.3
20-24 years	280	275	555	0.5	0.5	0.5	0.3	0.3	0.3
25-29 years	470	400	870	0.7	0.7	0.7	0.4	0.4	0.4
30-34 years	595	475	1 070	0.9	0.9	0.9	0.4	0.6	0.5
35-39 years	765	575	1 340	1.2	1.1	1.2	0.6	0.8	0.7
40-44 years	970	785	1 755	1.5	1.4	1.5	0.7	0.9	0.8
45-49 years	930	855	1 785	1.7	1.5	1.6	0.8	1.0	0.9
50-54 years	970	955	1 925	1.8	1.8	1.8	0.9	1.2	1.0
55-59 years	870	615	1 485	2.0	1.5	1.7	1.0	1.0	1.0
60-64 years	545	285	830	1.9	1.2	1.6	1.0	0.9	1.0
65 years+	180	40	215	1.1	0.4	0.8	0.7	0.3	0.6
Total	6 670	5 345	12 015	1.2	1.1	1.1	0.6	0.8	0.7

- Incidence rates of serious claims increase with age group, peaking in the 50–54 year age group for females and the 60–64 year age group for males.
- Frequency rates of serious claims are more evenly spread across age groups, particularly for males.



Table 4: Serious claims: number, incidence and frequency rates by injury or disease, sex and industry, 2012–13p

Industry	Number of serious claims			Incidence rate (claims per 1000 employees)			Frequency rate (claims per million hours)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
All serious claims									
Health care & social assistance	3 985	15 140	19 125	14.2	14.1	14.1	8.4	10.4	9.9
Manufacturing	13 340	2 040	15 380	21.1	9.1	17.9	10.4	5.7	9.4
Construction	11 885	425	12 310	18.6	5.1	17.0	8.8	3.5	8.4
Transport, postal & warehousing	8 880	1 175	10 055	22.0	9.4	19.1	11.3	5.7	10.1
Retail trade	5 010	4 915	9 925	9.9	7.1	8.2	6.1	6.0	6.0
Public administration & safety	5 830	3 415	9 245	15.3	10.7	13.2	8.2	6.7	7.6
Accommodation & food services	3 260	3 800	7 060	9.4	8.5	8.9	6.6	7.7	7.2
Education & training	2 160	4 465	6 625	7.8	7.0	7.2	4.5	4.8	4.7
Administrative & support services	3 485	1 810	5 295	16.1	8.7	12.5	8.9	6.0	7.6
Wholesale trade	3 995	905	4 900	14.7	7.0	12.2	7.4	4.2	6.5
Other services	2 730	1 060	3 790	13.0	7.1	10.6	6.7	5.0	6.1
Agriculture, forestry & fishing	2 930	780	3 710	23.3	15.3	21.0	10.8	10.6	10.7
Mining	2 615	265	2 880	11.9	7.7	11.3	5.1	3.6	4.9
Professional, scientific & technical services	1 025	905	1 925	2.4	2.6	2.5	1.2	1.6	1.3
Arts & recreation services	1 120	760	1 880	9.8	7.8	8.8	6.7	7.2	6.9
Electricity, gas, water & waste services	1 065	95	1 160	10.1	3.2	8.6	5.1	1.9	4.4
Rental, hiring & real estate services	705	305	1 015	8.0	3.6	5.8	4.0	2.2	3.2
Financial & insurance services	215	605	820	1.2	2.8	2.1	0.6	1.7	1.1
Information media & telecommunications	370	220	590	3.0	2.5	2.8	1.5	1.6	1.6
Total	74 705	43 115	117 815	13.4	8.5	11.1	7.1	6.1	6.7
Injury & musculoskeletal disorders									
Health care & social assistance	3 450	13 560	17 010	12.3	12.6	12.5	7.3	9.3	8.8
Manufacturing	12 270	1 835	14 105	19.4	8.2	16.5	9.6	5.1	8.6
Construction	11 180	355	11 535	17.5	4.2	15.9	8.3	2.9	7.8
Transport, postal & warehousing	7 945	1 025	8 970	19.7	8.2	17.0	10.1	5.0	9.0
Retail trade	4 540	4 490	9 030	8.9	6.5	7.5	5.5	5.4	5.5
Public administration & safety	4 955	2 610	7 560	13.0	8.2	10.8	7.0	5.1	6.2
Accommodation & food services	3 045	3 480	6 525	8.8	7.7	8.2	6.2	7.0	6.6
Education & training	1 830	3 670	5 495	6.6	5.8	6.0	3.8	4.0	3.9
Administrative & support services	3 275	1 635	4 910	15.1	7.9	11.6	8.4	5.4	7.1
Wholesale trade	3 680	815	4 495	13.5	6.2	11.2	6.8	3.8	5.9
Other services	2 515	905	3 420	12.0	6.1	9.5	6.2	4.3	5.5
Agriculture, forestry & fishing	2 785	750	3 535	22.1	14.8	20.0	10.3	10.2	10.2
Mining	2 440	240	2 680	11.1	7.1	10.6	4.8	3.3	4.6
Professional, scientific & technical services	885	735	1 620	2.1	2.1	2.1	1.0	1.3	1.1
Arts & recreation services	1 050	685	1 735	9.2	7.0	8.2	6.3	6.4	6.3
Electricity, gas, water & waste services	970	75	1 045	9.2	2.6	7.7	4.6	1.5	4.0



Industry	Number of serious claims			Incidence rate (claims per 1000 employees)			Frequency rate (claims per million hours)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Rental, hiring & real estate services	645	250	895	7.3	2.9	5.2	3.6	1.8	2.8
Financial & insurance services	170	455	625	0.9	2.1	1.6	0.5	1.3	0.9
Information media & telecommunications	325	170	495	2.6	1.9	2.3	1.3	1.2	1.3
Total	68 035	37 770	105 800	12.2	7.5	10.0	6.4	5.3	6.0
Diseases									
Health care & social assistance	535	1 580	2 115	1.9	1.5	1.6	1.1	1.1	1.1
Public administration & safety	880	805	1 685	2.3	2.5	2.4	1.2	1.6	1.4
Manufacturing	1 070	205	1 275	1.7	0.9	1.5	0.8	0.6	0.8
Education & training	335	795	1 130	1.2	1.2	1.2	0.7	0.9	0.8
Transport, postal & warehousing	935	150	1 085	2.3	1.2	2.1	1.2	0.7	1.1
Retail trade	465	425	890	0.9	0.6	0.7	0.6	0.5	0.5
Construction	705	70	775	1.1	0.8	1.1	0.5	0.6	0.5
Accommodation & food services	215	320	540	0.6	0.7	0.7	0.4	0.6	0.5
Wholesale trade	315	95	410	1.2	0.7	1.0	0.6	0.4	0.5
Administrative & support services	210	175	385	1.0	0.8	0.9	0.5	0.6	0.6
Other services	215	155	370	1.0	1.0	1.0	0.5	0.7	0.6
Professional, scientific & technical services	135	170	305	0.3	0.5	0.4	0.2	0.3	0.2
Mining	175	20	200	0.8	0.6	0.8	0.3	0.3	0.3
Financial & insurance services	45	150	195	0.3	0.7	0.5	0.1	0.4	0.3
Agriculture, forestry & fishing	145	30	175	1.2	0.6	1.0	0.5	0.4	0.5
Arts & recreation services	70	75	145	0.6	0.8	0.7	0.4	0.7	0.5
Electricity, gas, water & waste services	95	20	115	0.9	0.6	0.9	0.5	0.4	0.4
Rental, hiring & real estate services	60	55	115	0.7	0.6	0.7	0.3	0.4	0.4
Information media & telecommunications	45	50	95	0.4	0.6	0.4	0.2	0.4	0.2
Total	6 670	5 345	12 015	1.2	1.1	1.1	0.6	0.8	0.7

- Although employees in the Health care & social assistance industry accounted for the highest number of serious claims in 2012–13p, the highest incidence rate was recorded in the Agriculture, forestry & fishing industry.
- The highest incidence rates of serious claims for male employees occurred in the Agriculture, forestry & fishing (23.3), Transport, postal & warehousing (22.0) and Manufacturing (21.1) industries.
- The highest incidence rates for female employees occurred in the Agriculture, forestry & fishing (15.3), Health care & social assistance (14.1) and Public administration & safety (10.7) industries.
- Over one-third of female employees' serious claims were made by employees in the Health care & social assistance industry.



Table 5: Serious claims: number, incidence and frequency rates by injury or disease, sex and occupation, 2012–13p

Occupation	Number of serious claims			Incidence rate (claims per 1000 employees)			Frequency rate (claims per million hours)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
All serious claims									
Labourers	20 650	8 010	28 655	30.6	20.6	27.0	19.2	17.6	18.7
Technicians & trades workers	19 390	2 315	21 705	16.1	11.5	15.4	8.0	7.6	8.0
Community & personal service workers	7 330	12 495	19 825	21.4	16.2	17.8	14.2	13.7	13.9
Machinery operators & drivers	15 900	1 660	17 560	24.4	25.2	24.4	12.0	15.2	12.3
Professionals	3 935	7 595	11 530	3.5	5.8	4.8	1.8	3.8	2.7
Sales workers	2 230	4 245	6 480	5.6	6.2	6.0	3.7	5.6	4.8
Clerical & administrative workers	2 055	4 330	6 385	5.1	3.6	4.0	2.8	2.4	2.5
Managers	2 885	2 255	5 140	3.7	5.4	4.3	1.7	2.9	2.0
Total	74 705	43 115	117 815	13.5	8.5	11.1	7.1	6.1	6.7
Injury & musculoskeletal disorders									
Labourers	19 270	7 435	26 705	28.6	19.1	25.1	17.9	16.3	17.5
Technicians & trades workers	18 110	2 115	20 225	15.0	10.5	14.4	7.5	7.0	7.4
Community & personal service workers	6 415	11 205	17 625	18.7	14.5	15.8	12.4	12.3	12.3
Machinery operators & drivers	14 500	1 540	16 035	22.2	23.4	22.3	11.0	14.1	11.2
Professionals	3 325	6 360	9 690	3.0	4.9	4.0	1.5	3.1	2.3
Sales workers	1 975	3 820	5 795	5.0	5.6	5.4	3.3	5.1	4.3
Clerical & administrative workers	1 725	3 340	5 065	4.3	2.8	3.1	2.3	1.9	2.0
Managers	2 430	1 770	4 195	3.1	4.2	3.5	1.4	2.3	1.7
Total	68 035	37 770	105 800	12.3	7.5	10.0	6.4	5.3	6.0
Diseases									
Community & personal service workers	915	1 290	2 205	2.7	1.7	2.0	1.8	1.4	1.5
Labourers	1 375	575	1 950	2.0	1.5	1.8	1.3	1.3	1.3
Professionals	605	1 235	1 845	0.5	0.9	0.8	0.3	0.6	0.4
Machinery operators & drivers	1 405	120	1 525	2.2	1.8	2.1	1.1	1.1	1.1
Technicians & trades workers	1 280	200	1 480	1.1	1.0	1.1	0.5	0.7	0.5
Clerical & administrative workers	330	990	1 320	0.8	0.8	0.8	0.4	0.6	0.5
Managers	460	485	945	0.6	1.2	0.8	0.3	0.6	0.4
Sales workers	255	425	680	0.6	0.6	0.6	0.4	0.6	0.5
Total	6 670	5 345	12 015	1.2	1.1	1.1	0.6	0.8	0.7

- Labourers recorded the highest number of serious claims (28 655) and the highest incidence rate (27 serious claims per 1000 employees).
- Labourers accounted for the highest proportion of male employees' serious claims (28%), while Community & personal service workers accounted for the highest proportion of female employees' serious claims (29%).
- The highest incidence rate of serious claims for males occurred in the Labourers occupation and the highest incidence rate for females occurred in the Machinery operators & drivers occupation.

**Table 6: Serious claims: number and percentage by nature of injury or disease and sex, 2012–13p**

Nature of injury or disease	Number of serious claims			Percentage of serious claims		
	Male	Female	Total	Male	Female	Total
Injury & musculoskeletal disorders						
Traumatic joint/ligament & muscle/tendon injury	32 670	19 980	52 650	43.7%	46.3%	44.7%
Musculoskeletal & connective tissue diseases	10 355	7 605	17 955	13.9%	17.6%	15.2%
Wounds, lacerations, amputations & internal organ damage	13 265	4 640	17 900	17.8%	10.8%	15.2%
Fractures	7 435	3 360	10 795	10.0%	7.8%	9.2%
Other injuries	2 405	1 085	3 485	3.2%	2.5%	3.0%
Burn	1 300	670	1 970	1.7%	1.6%	1.7%
Intracranial injuries	320	230	550	0.4%	0.5%	0.5%
Injury to nerves & spinal cord	130	70	200	0.2%	0.2%	0.2%
Total injury & musculoskeletal disorders	68 035	37 770	105 800	91.1%	87.6%	89.8%
Diseases						
Mental disorders	2 920	4 060	6 980	3.9%	9.4%	5.9%
Digestive system diseases	2 465	165	2 630	3.3%	0.4%	2.2%
Nervous system & sense organ diseases	615	610	1 225	0.8%	1.4%	1.0%
Skin & subcutaneous tissue diseases	350	185	535	0.5%	0.4%	0.5%
Infectious & parasitic diseases	125	120	245	0.2%	0.3%	0.2%
Respiratory system diseases	70	135	205	0.1%	0.3%	0.2%
Circulatory system diseases	75	25	100	0.1%	0.1%	0.1%
Other diseases	35	40	70	0.0%	0.1%	0.1%
Neoplasms (cancer)	15	5	20	0.0%	0.0%	0.0%
Total diseases	6 670	5 345	12 015	8.9%	12.4%	10.2%
Total serious claims	74 705	43 115	117 815	100.0%	100.0%	100.0%

- Injury & musculoskeletal disorders led to 90% of serious claims and diseases led to 10% of serious claims.
- Almost 18% of serious claims awarded to male employees were for Wounds, lacerations, amputations & internal organ damage, whereas these injuries are involved in approximately 11% of serious claims awarded to female employees.
- Almost 10% of serious claims awarded to female employees were for Mental disorders, compared with only 4% of serious claims awarded to male employees.



52 650
serious claims for
Traumatic joint/ligament
& muscle/tendon injury



9%
serious claims made by
female employees for
Mental disorders



Table 7: Serious claims: number and percentage by selected mechanisms and breakdown agencies, 2012–13p

Mechanism of injury	Serious claims	
Breakdown agency of injury or disease	Number	%
Body stressing	48 090	40.8%
Non-powered handtools, appliances & equipment	16 705	34.7%
• Fastening, packing & packaging equipment	7 340	15.3%
• Furniture & fittings	3 955	8.2%
Materials & substances	8 310	17.3%
• Other materials & objects	7 040	14.6%
Animal, human & biological agencies	6 095	12.7%
• Human agencies	5 245	10.9%
Mobile plant & transport	3 930	8.2%
• Road transport	1 785	3.7%
• Other mobile plant	1 245	2.6%
Powered equipment, tools & appliances	3 205	6.7%
• Office & electronic equipment	1 200	2.5%
• Kitchen & domestic equipment	975	2.0%
Machinery & (mainly) fixed plant	1 970	4.1%
Falls, trips & slips of a person	26 135	22.2%
Environmental agencies	15 705	60.1%
• Outdoor environment	9 200	35.2%
• Indoor environment	6 385	24.4%
Non-powered handtools, appliances & equipment	4 115	15.8%
• Ladders, mobile ramps & stairways, & scaffolding	1 825	7.0%
• Furniture & fittings	1 090	4.2%
Mobile plant & transport	2 585	9.9%
• Road transport	1 745	6.7%
Materials & substances	1 300	5.0%
• Other materials & objects	820	3.1%
Animal, human & biological agencies	965	3.7%
Machinery & (mainly) fixed plant	590	2.3%
Being hit by moving objects	17 975	15.3%
Animal, human & biological agencies	4 540	25.3%
• Human agencies	3 510	19.5%
• Live four-legged animals	920	5.1%
Non-powered handtools, appliances & equipment	4 325	24.1%
• Furniture & fittings	1 340	7.5%
• Fastening, packing & packaging equipment	1 100	6.1%
Materials & substances	3 525	19.6%
• Other materials & objects	3 095	17.2%
• Non-metallic minerals and substances	360	2.0%
Machinery & (mainly) fixed plant	2 080	11.6%
• Cutting, slicing, sawing machinery	770	4.3%
• Conveyors & lifting plant	730	4.1%
Mobile plant & transport	1 660	9.2%



Mechanism of injury	Serious claims	
Breakdown agency of injury or disease	Number	%
• Road transport	700	3.9%
• Other mobile plant	535	3.0%
Powered equipment, tools & appliances	1 070	5.9%
Hitting objects with a part of the body	8 330	7.1%
Non-powered handtools, appliances & equipment	3 595	43.2%
• Handtools, non-powered, edged	1 215	14.6%
• Furniture & fittings	950	11.4%
Materials & substances	1 710	20.5%
• Other materials & objects	1 570	18.8%
Machinery & (mainly) fixed plant	830	10.0%
• Cutting, slicing, sawing machinery	480	5.7%
Mobile plant & transport	735	8.8%
• Road transport	350	4.2%
• Other mobile plant	230	2.8%
Powered equipment, tools & appliances	545	6.6%
• Workshop & worksite tools & equipment	290	3.5%
Environmental agencies	510	6.1%
Other mechanisms	17 285	14.7%
Total	117 815	100.0%

- Body stressing caused 41% of serious claims in 2012–13p.
- Over half of Body stressing claims involved Non-powered handtools, appliances & equipment and Materials & substances.
- 60% of serious claims for Falls, trips & slips of a person were due to Environmental agencies (e.g. steps and traffic areas).



Table 8: Serious claims: number and percentage by selected mechanisms and bodily location, 2012–13p

Mechanism of injury	Serious claims	
Location of injury or disease	Number	%
Body stressing	48 090	40.8%
Trunk	23 305	48.5%
• Back - upper or lower	19 975	41.5%
• Abdomen & pelvic region	2 875	6.0%
Upper limbs	15 600	32.4%
• Shoulder	8 260	17.2%
• Wrist	2 460	5.1%
Lower limbs	6 045	12.6%
• Knee	3 710	7.7%
• Multiple locations	1 680	3.5%
Neck	1 260	2.6%
Falls, trips & slips of a person	26 135	22.2%
Lower limbs	13 020	49.8%
• Knee	5 355	20.5%
• Ankle	4 420	16.9%
Upper limbs	6 115	23.4%
• Shoulder	2 035	7.8%
• Wrist	1 585	6.1%
Trunk	4 215	16.1%
• Back - upper or lower	3 295	12.6%
• Chest (thorax)	700	2.7%
Multiple locations	1 810	6.9%
• Other specified multiple locations	715	2.7%
• Trunk & limbs	395	1.5%
Head	575	2.2%
Being hit by moving objects	17 975	15.3%
Upper limbs	9 095	50.6%
• Hand, fingers & thumb	6 710	37.3%
• Shoulder	775	4.3%
Lower limbs	3 935	21.9%
• Foot & toes	1 760	9.8%
• Knee	735	4.1%
Head	1 960	10.9%
• Eye	640	3.6%
• Face, not elsewhere specified	425	2.4%
Trunk	1 505	8.4%
• Back - upper or lower	920	5.1%
• Chest (thorax)	385	2.1%
Multiple locations	840	4.7%
• Other specified multiple locations	340	1.9%
Neck	330	1.8%

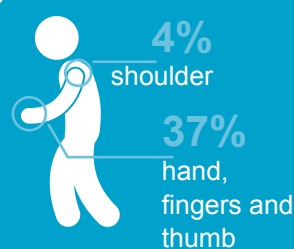


Mechanism of injury	Serious claims	
Location of injury or disease	Number	%
Hitting objects with a part of the body	8 330	7.1%
Upper limbs	5 625	67.5%
• Hand, fingers & thumb	4 470	53.6%
• Elbow	320	3.9%
Lower limbs	1 550	18.6%
• Knee	605	7.3%
• Foot & toes	330	4.0%
Head	445	5.4%
• Cranium	120	1.5%
Trunk	420	5.0%
• Back - upper or lower	220	2.7%
• Chest (thorax)	160	1.9%
Multiple locations	155	1.9%
Other mechanisms	17 285	14.7%
Total	117 815	100.0%

- Body stressing mainly affects the upper body, with nearly half of such claims being associated with the trunk (and more specifically the back) and over 30% involving the upper limbs.
- Falls, trips & slips of a person mainly affect the limbs, with half of such claims associated with the lower limbs and almost a quarter associated with upper limbs.



26 135
serious claims involved
Falls, trips and slips of a
person



51% of serious
claims due to Being
hit by moving objects
involved injuries
to the upper limbs



68% of claims due
to Hitting objects with a
part of the body involved
the upper limbs,
particularly the hand,
fingers & thumb



Trends in serious claims, 2000–01 to 2012–13p

The NDS was first introduced as a standard set of data items collected by each jurisdiction in 1987. Following a review of the NDS, reporting requirements were changed significantly for the 2000–01 financial year.

The following analysis of trends over time uses serious claims lodged between 2000–01 and 2012–13p. Data for the 2012–13p financial year are considered to be preliminary. Percentage changes reported in the following tables are calculated by comparing 2011–12 figures with the corresponding total for 2000–01.

This section contains analyses of trends over time by key employment and demographic characteristics including sex, age, industry, occupation, nature of injury or disease and mechanism of injury or disease.



Table 9: Serious claims: employees, hours worked, number of claims, incidence and frequency rates, 2000–01 to 2012–13p

Year of claim lodgement	Number of employees (million)	Total hours worked (billion)	Number of serious claims	Incidence rate (claims per 1000 employees)	Frequency rate (claims per million hours)
2000-01	8.186	14.064	133 125	16.3	9.5
2001-02	8.260	14.095	130 165	15.8	9.2
2002-03	8.482	14.546	133 635	15.8	9.2
2003-04	8.653	14.611	134 345	15.5	9.2
2004-05	8.896	15.166	135 510	15.2	8.9
2005-06	9.165	15.444	131 280	14.3	8.5
2006-07	9.493	15.972	129 480	13.6	8.1
2007-08	9.689	16.313	129 120	13.3	7.9
2008-09	9.889	16.446	126 155	12.8	7.7
2009-10	9.948	16.548	123 760	12.4	7.5
2010-11	10.218	16.971	125 815	12.3	7.4
2011-12	10.382	17.436	125 015	12.0	7.2
2012-13p	10.599	17.690	117 815	11.1	6.7
% change to 2011-12	27%	24%	-6%	-26%	-24%

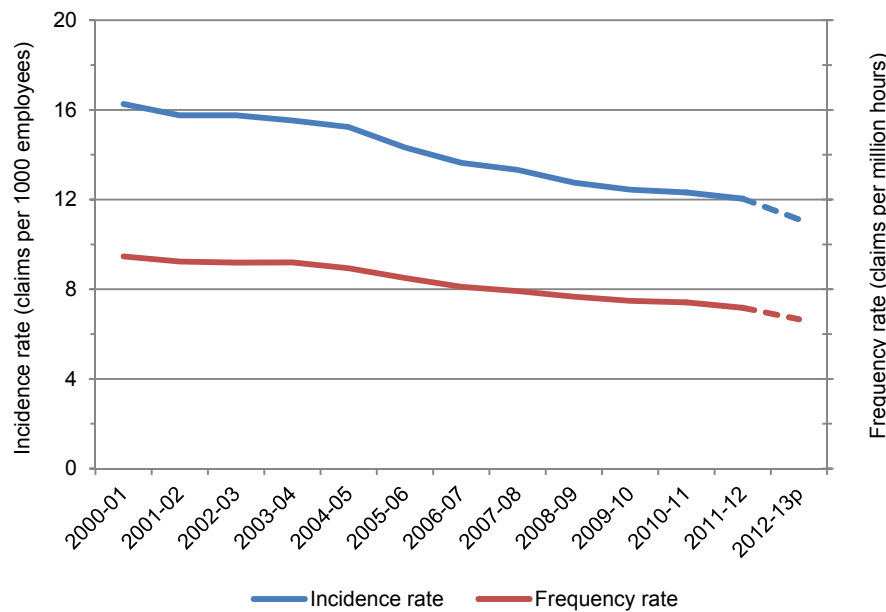


6%

fall in the number of serious claims between 2000–01 and 2011–12 from 133 125 to 125 015 serious claims



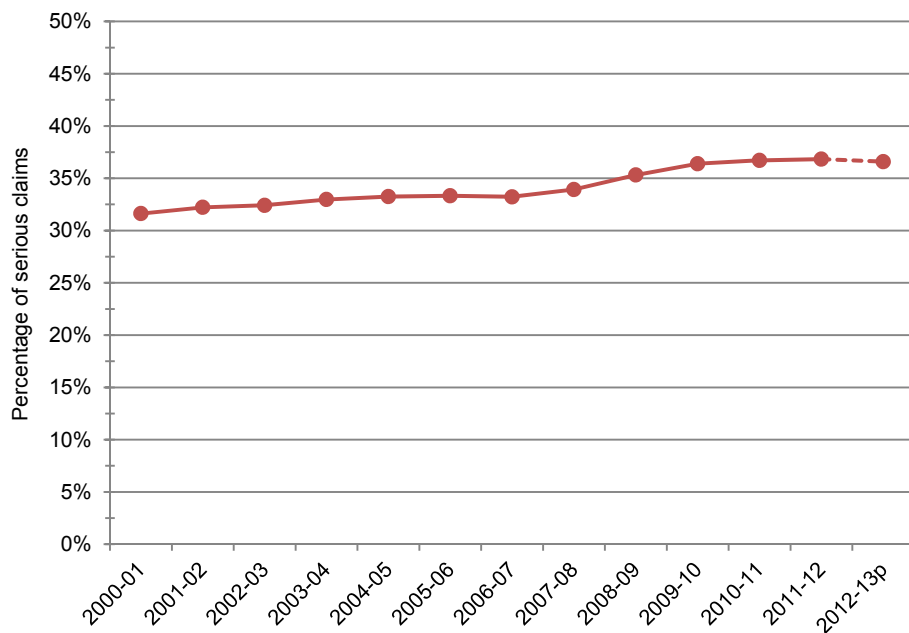
Figure 1: Serious claims: incidence and frequency rates, 2000–01 to 2012–13p



- Incidence and frequency rates of serious claims have declined since 2000–01 in the face of rising employment and total hours worked. Between 2000–01 and 2011–12, the number of employees increased by 27% and the number of hours worked increased by 24%.
- The incidence rate of serious claims declined by 26% and the frequency rate of serious claims declined by 24% between 2000–01 and 2011–12.

Table 10: Serious claims: number of claims, incidence and frequency rates by sex, 2000–01 to 2012–13p

Year of lodgement	Male			Female		
	Number of serious claims	Incidence rate (claims per 1000 employees)	Frequency rate (claims per million hours)	Number of serious claims	Incidence rate (claims per 1000 employees)	Frequency rate (claims per million hours)
2000-01	91 025	20.9	10.7	42 100	11.0	7.6
2001-02	88 225	20.2	10.3	41 940	10.8	7.6
2002-03	90 320	20.3	10.3	43 315	10.8	7.5
2003-04	90 050	19.7	10.2	44 295	10.9	7.7
2004-05	90 465	19.3	9.9	45 045	10.7	7.5
2005-06	87 535	18.2	9.5	43 745	10.0	7.1
2006-07	86 460	17.3	9.0	43 020	9.5	6.7
2007-08	85 315	16.8	8.8	43 810	9.5	6.7
2008-09	81 605	15.8	8.4	44 545	9.4	6.6
2009-10	78 720	15.2	8.0	45 040	9.5	6.7
2010-11	79 625	14.9	7.9	46 190	9.5	6.7
2011-12	78 965	14.5	7.6	46 050	9.3	6.5
2012-13p	74 705	13.4	7.1	43 115	8.5	6.1
% change to 2011-12	-13%	-30%	-29%	9%	-15%	-14%

**Figure 2: Percentage of all accepted serious claims awarded to female employees, 2000–01 to 2012–13p**

- The proportion of all accepted serious claims awarded to female employees rose from 32% in 2000–01 to 37% in 2011–12.
- Between 2000–01 and 2011–12, the incidence rate of serious claims fell by 15% for females and 30% for males.
- Between 2000–01 and 2011–12, the frequency rate of serious claims fell by 14% for females and 29% for males.

**9%**

rise in the number of
serious claims awarded
to females between
2000–01 and 2011–12

**13%**

fall in the number of
serious claims awarded
to males between
2000–01 and 2011–12





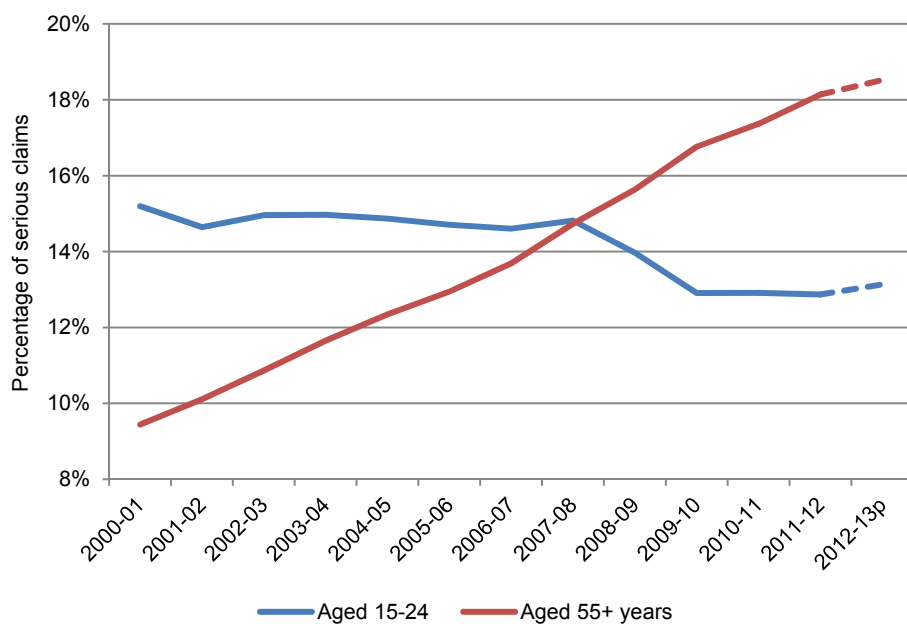
Table 11: Serious claims: number, incidence and frequency rates by age group, 2000–01 to 2012–13p

Age group	2000-01	2007-08	2008-09	2009-10	2010-11	2011-12	% chg	2012-13p
Number of serious claims								
<20 years	6 660	6 550	5 855	4 920	5 115	4 880	-27%	4 485
20-24 years	13 565	12 580	11 770	11 050	11 130	11 210	-17%	10 995
25-29 years	15 805	12 535	12 235	11 575	11 990	12 140	-23%	11 810
30-34 years	16 520	13 050	12 505	11 835	11 910	11 895	-28%	11 300
35-39 years	17 905	15 360	15 230	14 760	14 210	13 385	-25%	12 220
40-44 years	18 430	16 355	15 715	15 560	15 685	15 645	-15%	14 730
45-49 years	16 620	17 970	17 325	17 075	17 300	16 625	0%	14 955
50-54 years	15 040	15 685	15 775	16 235	16 610	16 540	10%	15 480
55-59 years	8 280	11 465	11 700	11 955	12 250	12 675	53%	11 875
60-64 years	3 580	6 065	6 450	6 990	7 530	7 800	118%	7 515
Total	133 125	129 120	126 155	123 760	125 815	125 015	-6%	117 815
Incidence rate (serious claims per 1000 employees)								
<20 years	9.7	8.5	7.7	6.8	7.2	6.9	-29%	6.4
20-24 years	13.3	10.6	10.0	9.2	9.3	9.3	-30%	9.2
25-29 years	14.7	11.1	10.5	9.7	9.5	9.5	-35%	9.1
30-34 years	16.7	12.3	11.6	11.2	10.8	10.3	-38%	9.4
35-39 years	18.2	13.8	13.4	13.0	12.4	11.8	-35%	10.8
40-44 years	18.1	15.1	14.5	14.4	14.0	13.5	-25%	12.2
45-49 years	18.1	15.9	15.1	15.2	15.4	15.0	-17%	13.4
50-54 years	19.3	16.5	16.0	16.0	16.0	15.6	-19%	14.2
55-59 years	18.0	15.9	15.8	15.6	15.3	15.3	-15%	14.0
60-64 years	19.2	15.6	14.3	15.0	14.9	15.4	-20%	14.2
Total	16.3	13.3	12.8	12.4	12.3	12.0	-26%	11.1
Frequency rate (serious claims per million hours worked)								
<20 years	9.5	8.3	7.7	7.1	7.4	7.2	-24%	6.8
20-24 years	8.1	6.7	6.5	6.0	6.1	6.0	-27%	6.1
25-29 years	8.0	6.1	5.9	5.4	5.3	5.3	-34%	5.1
30-34 years	9.2	6.9	6.5	6.4	6.2	5.8	-37%	5.3
35-39 years	10.1	7.8	7.6	7.4	7.0	6.7	-34%	6.1
40-44 years	10.0	8.5	8.3	8.2	7.9	7.7	-24%	6.9
45-49 years	9.9	8.9	8.5	8.6	8.7	8.3	-16%	7.4
50-54 years	10.6	9.3	9.0	9.0	9.1	8.8	-17%	8.0
55-59 years	10.2	9.3	9.4	9.0	8.9	8.8	-13%	8.1
60-64 years	11.8	9.9	8.9	9.5	9.4	9.6	-18%	8.8
Total	9.5	7.9	7.7	7.5	7.4	7.2	-24%	6.7

- The number of serious claims made by employees in the 60–64 year age group increased by 118% between 2000–01 and 2011–12. However, the incidence and frequency rates of serious claims for this age group decreased by 20% and 18% respectively, indicating a large increase in employment and hours worked.
- Between 2000–01 and 2011–12, all age groups recorded decreases in their incidence and frequency rates of serious claims.
- Employees aged 30–34 years recorded the largest decreases in the incidence (-38%) and frequency (-37%) rates of serious claims.



Figure 3: Percentage of claimants (serious claims) aged 15–24 and 55+ years old, 2000–01 to 2012–13p



- The proportion of all serious claims awarded to employees aged 55 and above rose from 9% in 2000–01 to 18% in 2011–12 and has exceeded the proportion of all serious claims awarded to employees aged 15–24 years since 2007–08.



55+
years

The proportion of serious claims awarded to employees aged 55 and above has doubled since 2000–01

Table 12: Serious claims: number, incidence and frequency rates by industry, 2000–01 to 2012–13p

Industry	2000-01	2007-08	2008-09	2009-10	2010-11	2011-12	% chg	2012-13p
Number of serious claims								
Health care & social assistance	15 325	17 010	17 220	18 640	19 020	19 705	29%	19 125
Manufacturing	27 065	22 390	19 680	17 835	17 415	17 115	-37%	15 380
Construction	12 235	13 420	13 480	12 335	12 470	12 635	3%	12 310
Transport, postal & warehousing	11 575	12 335	11 995	11 500	11 125	11 090	-4%	10 055
Retail trade	11 895	10 965	11 065	10 525	10 860	10 465	-12%	9 925
Public administration & safety	8 130	8 355	9 335	10 145	10 190	9 260	14%	9 245
Accommodation & food services	7 415	7 255	7 025	6 715	6 855	7 080	-4%	7 060
Education & training	6 125	6 995	6 905	7 110	7 385	7 055	15%	6 625
Administrative & support services	6 235	5 435	5 160	5 655	6 440	5 940	-5%	5 295
Wholesale trade	5 985	5 750	5 425	5 220	5 440	4 990	-17%	4 900
Other services	4 245	3 730	3 685	3 390	3 390	3 895	-8%	3 790
Agriculture, forestry & fishing	5 460	4 100	4 105	3 840	3 590	3 825	-30%	3 710
Mining	1 895	2 265	2 160	2 180	2 375	2 815	48%	2 880
Professional, scientific & technical services	2 070	2 475	2 365	2 135	2 295	2 100	2%	1 925
Arts & recreation services	2 315	2 075	2 095	2 115	2 230	2 340	1%	1 880
Electricity, gas, water & waste services	1 425	1 160	1 200	1 205	1 250	1 180	-17%	1 160
Rental, hiring & real estate services	1 030	1 185	1 290	1 215	1 235	1 170	14%	1 015
Financial & insurance services	1 310	1 010	975	990	1 050	950	-28%	820
Information media & telecommunications	1 255	895	700	710	695	730	-42%	590
Total	133 125	129 120	126 155	123 760	125 815	125 015	-6%	117 815
Incidence rate (serious claims per 1000 employees)								
Health care & social assistance	17.9	15.7	15.2	15.7	15.0	15.0	-16%	14.1
Manufacturing	27.3	23.3	21.2	19.8	19.8	19.9	-27%	17.9
Construction	27.5	20.3	19.8	18.1	17.6	17.5	-36%	17.0
Transport, postal & warehousing	29.3	25.2	23.2	22.8	22.1	22.5	-23%	19.1
Retail trade	12.2	9.2	9.3	9.1	9.1	8.9	-27%	8.2
Public administration & safety	15.5	13.2	14.0	15.1	14.6	12.9	-17%	13.2
Accommodation & food services	12.0	10.3	9.6	8.8	8.9	9.3	-22%	8.9
Education & training	9.1	8.6	8.4	8.4	8.5	8.1	-11%	7.2
Administrative & support services	19.1	13.8	13.1	13.9	15.6	13.8	-28%	12.5
Wholesale trade	16.4	16.0	14.4	13.5	14.5	13.2	-20%	12.2
Other services	13.6	10.2	10.1	9.2	9.5	10.8	-20%	10.6
Agriculture, forestry & fishing	27.8	24.2	23.9	22.1	20.2	20.9	-25%	21.0
Mining	25.1	16.4	13.2	13.2	12.2	12.0	-52%	11.3



Industry	2000-01	2007-08	2008-09	2009-10	2010-11	2011-12	% chg	2012-13p
Professional, scientific & technical services	3.7	3.8	3.6	3.1	3.2	2.8	-24%	2.5
Arts & recreation services	18.6	11.1	10.1	11.1	10.9	11.3	-39%	8.8
Electricity, gas, water & waste services	17.9	10.9	9.3	9.8	8.8	8.3	-54%	8.6
Rental, hiring & real estate services	8.8	6.9	7.7	7.5	7.0	6.6	-25%	5.8
Financial & insurance services	4.0	2.6	2.6	2.6	2.7	2.3	-42%	2.1
Information media & telecommunications	5.5	4.0	3.2	3.5	3.4	3.6	-35%	2.8
Total	16.3	13.3	12.8	12.4	12.3	12.0	-26%	11.1
Frequency rate (serious claims per million hours worked)								
Health care & social assistance	12.2	10.9	10.6	11.0	10.5	10.3	-16%	9.9
Manufacturing	13.9	12.1	11.1	10.4	10.3	10.3	-26%	9.4
Construction	13.5	10.1	9.9	9.1	8.8	8.7	-35%	8.4
Transport, postal & warehousing	14.8	13.1	12.4	12.1	11.6	11.8	-20%	10.1
Retail trade	8.8	6.6	6.8	6.7	6.7	6.5	-26%	6.0
Public administration & safety	8.8	7.7	8.1	8.9	8.6	7.5	-16%	7.6
Accommodation & food services	9.0	8.1	7.8	7.0	7.2	7.4	-17%	7.2
Education & training	5.5	5.4	5.3	5.3	5.4	5.2	-6%	4.7
Administrative & support services	11.6	8.7	8.3	8.7	9.7	8.5	-27%	7.6
Wholesale trade	8.3	8.4	7.7	7.1	7.6	7.0	-17%	6.5
Other services	7.8	5.9	5.9	5.4	5.5	6.3	-19%	6.1
Agriculture, forestry & fishing	14.4	12.6	12.3	11.3	10.3	10.5	-27%	10.7
Mining	10.8	7.3	5.9	5.8	5.3	5.2	-52%	4.9
Professional, scientific & technical services	2.0	2.0	2.0	1.7	1.7	1.5	-22%	1.3
Arts & recreation services	13.7	8.4	8.0	8.6	8.7	8.6	-37%	6.9
Electricity, gas, water & waste services	9.3	5.5	5.0	4.9	4.5	4.2	-55%	4.4
Rental, hiring & real estate services	4.6	3.9	4.4	4.3	4.0	3.6	-22%	3.2
Financial & insurance services	2.2	1.4	1.4	1.4	1.5	1.3	-41%	1.1
Information media & telecommunications	3.1	2.2	1.8	2.0	1.9	2.0	-37%	1.6
Total	9.5	7.9	7.7	7.5	7.4	7.2	-24%	6.7

- Between 2000–01 and 2011–12, the Mining industry recorded the largest percentage increase (48%) in the number of serious claims, while the Information media & telecommunications industry recorded the largest percentage decrease (-42%).
- Between 2000–01 and 2011–12, incidence and frequency rates of serious claims declined in all industries and the largest declines were recorded in the Electricity, gas, water & waste services industry, which fell by 54% and 55% respectively.
- Out of the industries with the greatest numbers of serious claims, the greatest improvement was recorded by the Construction industry, which recorded a 36% decrease in incidence rates and a 35% decrease in frequency rates between 2000–01 and 2011–12.



Table 13: Serious claims: number, incidence and frequency rates by occupation, 2000–01 to 2012–13p

Occupation	2000-01	2007-08	2008-09	2009-10	2010-11	2011-12	% chg	2012-13p
Number of serious claims								
Labourers	38 620	34 445	31 675	28 545	30 750	30 895	-20%	28 655
Technicians & trades workers	27 115	25 885	24 110	23 120	22 870	22 730	-16%	21 705
Community & personal service workers	15 010	17 755	18 610	19 900	20 710	20 535	37%	19 825
Machinery operators & drivers	20 355	19 085	18 725	18 525	17 930	18 830	-7%	17 560
Professionals	10 460	13 270	13 575	13 740	12 990	11 675	12%	11 530
Sales workers	7 425	7 130	7 235	7 095	7 325	7 250	-2%	6 480
Clerical & administrative workers	7 930	6 975	7 320	7 540	7 380	7 100	-10%	6 385
Managers	5 150	4 550	4 810	5 200	5 635	5 810	13%	5 140
Total	133 125	129 120	126 155	123 760	125 815	125 015	-6%	117 815
Incidence rate (serious claims per 1000 employees)								
Labourers	39.3	32.0	29.3	26.7	29.1	29.6	-25%	27.0
Technicians & trades workers	24.9	19.6	17.9	17.8	16.9	16.6	-33%	15.4
Community & personal service workers	20.3	19.0	18.7	19.7	19.4	18.8	-7%	17.8
Machinery operators & drivers	35.4	28.8	28.4	29.3	27.1	26.9	-24%	24.4
Professionals	6.4	6.4	6.4	6.2	5.7	5.0	-22%	4.8
Sales workers	7.8	7.0	7.2	6.9	6.8	7.0	-10%	6.0
Clerical & administrative workers	5.3	4.4	4.6	4.9	4.7	4.4	-17%	4.0
Managers	7.3	4.4	4.5	4.6	5.0	4.9	-33%	4.3
Total	16.3	13.3	12.8	12.4	12.3	12.0	-26%	11.1
Frequency rate (serious claims per million hours worked)								
Labourers	26.6	21.8	20.6	18.7	20.2	20.4	-23%	18.7
Technicians & trades workers	12.6	10.1	9.4	9.3	8.8	8.6	-32%	8.0
Community & personal service workers	15.0	14.4	14.4	15.3	15.2	14.5	-4%	13.9
Machinery operators & drivers	18.2	14.6	14.5	15.1	13.8	13.5	-26%	12.3
Professionals	3.4	3.6	3.6	3.5	3.2	2.8	-17%	2.7
Sales workers	5.9	5.5	5.7	5.5	5.4	5.6	-5%	4.8
Clerical & administrative workers	3.3	2.8	2.9	3.1	3.0	2.8	-15%	2.5
Managers	3.2	2.1	2.1	2.2	2.4	2.3	-28%	2.0
Total	9.5	7.9	7.7	7.5	7.4	7.2	-24%	6.7

- Despite experiencing a 20% decline in the number of serious claims between 2000–01 and 2011–12, Labourers had the highest number of serious claims in 2011–12.
- All occupations recorded declines in the incidence and frequency rates of serious claims between 2000–01 and 2011–12.
- Between 2000–01 and 2011–12, the only occupations that recorded increases in the number of serious claims were Community & personal service workers (37%), Managers (13%) and Professionals (12%).

**Table 14: Serious claims: number of claims by nature of injury or disease, 2000–01 to 2012–13p**

Nature of injury or disease	2000-01	2007-08	2008-09	2009-10	2010-11	2011-12	% chg	2012-13p
Number of serious claims								
Injury & musculoskeletal disorders								
Traumatic joint/ligament & muscle/tendon injury and Musculoskeletal & connective tissue diseases	80 765	76 485	75 280	74 475	74 490	75 740	-6%	70 610
Wounds, lacerations, amputations & internal organ damage	22 760	20 755	19 690	18 625	19 345	18 110	-20%	17 900
Fractures	11 280	12 050	11 455	10 755	11 090	11 245	0%	10 795
Other injuries	1 960	2 320	2 355	2 295	2 630	2 960	51%	3 485
Burn	2 110	2 060	1 890	1 815	1 850	1 935	-8%	1 970
Intracranial injuries	420	550	515	470	550	545	31%	550
Injury to nerves & spinal cord	95	200	225	190	240	225	140%	200
Total injury & musculoskeletal disorders	119 810	115 255	112 425	109 595	111 275	111 120	-7%	105 800
Diseases								
Mental disorders	6 620	6 945	7 185	7 970	8 555	8 045	22%	6 980
Digestive system diseases	3 230	3 300	3 185	3 210	2 960	3 050	-6%	2 630
Nervous system & sense organ diseases	1 595	1 770	1 625	1 475	1 510	1 410	-12%	1 225
Skin & subcutaneous tissue diseases	855	910	890	700	670	660	-23%	535
Infectious & parasitic diseases	305	295	270	235	260	235	-23%	245
Respiratory system diseases	280	275	285	280	280	235	-16%	205
Circulatory system diseases	190	145	150	130	140	140	-25%	100
Other diseases	175	175	115	120	115	75	-57%	70
Neoplasms (cancer)	60	55	35	40	45	45	-23%	20
Total diseases	13 310	13 870	13 730	14 165	14 540	13 895	4%	12 015
Total serious claims	133 125	129 120	126 155	123 760	125 815	125 015	-6%	117 815

- Between 2000–01 and 2011–12, the number of serious claims arising from injury & musculoskeletal disorders fell by 7%, while the number of serious claims arising from diseases increased by 4%.
- Between 2000–01 and 2011–12, the number of serious claims for Mental disorders increased by 22%.

Table 15: Serious claims: number of claims by bodily location of injury or disease, 2000–01 to 2012–13p

Bodily location of injury or disease	2000-01	2007-08	2008-09	2009-10	2010-11	2011-12	% chg	2012-13p
Number of serious claims								
Upper limbs	43 070	43 400	42 450	40 795	41 885	42 265	-2%	40 020
Hand, fingers & thumb	17 635	16 835	15 920	15 085	15 550	15 360	-13%	15 150
Shoulder	10 655	12 440	12 505	12 540	12 735	13 235	24%	12 115
Wrist	6 125	6 255	6 215	5 870	6 130	5 880	-4%	5 430
Elbow	3 110	2 900	2 915	2 860	2 950	3 075	-1%	2 855
Forearm	2 165	2 200	1 935	1 875	1 875	1 995	-8%	1 885
Upper limb - multiple locations	1 300	1 135	1 290	1 095	1 070	1 205	-7%	1 120
Upper arm	1 145	1 125	1 195	1 060	1 135	1 110	-3%	1 060
Upper limb - unspecified locations	930	500	470	405	440	405	-56%	400
Trunk	42 615	37 040	35 635	35 060	34 695	33 960	-20%	31 450
Back - upper or lower	35 285	30 140	28 885	28 505	28 345	27 730	-21%	25 750
Abdomen & pelvic region	4 750	4 530	4 360	4 285	4 140	4 000	-16%	3 500
Chest (thorax)	2 350	2 190	2 160	2 050	1 990	2 005	-15%	1 975
Trunk multiple locations	185	120	155	165	170	150	-18%	180
Trunk - unspecified locations	50	55	75	55	45	70	50%	45
Lower limbs	26 360	27 800	27 470	27 155	27 025	27 650	5%	26 425
Knee	10 470	11 370	11 505	11 415	11 540	11 680	12%	11 030
Ankle	5 920	6 290	6 200	6 170	5 975	6 160	4%	5 960
Foot & toes	4 545	4 515	4 210	4 155	4 140	4 275	-6%	4 135
Lower leg	2 250	2 850	2 715	2 690	2 680	2 720	21%	2 500
Upper leg	1 015	990	990	945	935	1 015	0%	975
Hip	780	815	900	875	900	915	17%	905
Lower limb - multiple locations	995	540	565	530	490	510	-49%	550
Lower limb - unspecified locations	395	430	385	370	370	380	-4%	375
Non-physical locations	6 610	6 970	7 245	8 115	8 650	8 055	22%	6 980
Head	3 770	3 915	3 645	3 365	3 600	3 610	-4%	3 845
Eye	1 155	1 175	1 020	950	975	975	-16%	1 135
Cranium	830	865	840	765	890	840	1%	760
Face, not elsewhere specified	640	670	645	635	610	680	7%	755
Head - unspecified locations	410	445	405	355	385	425	4%	485
Mouth	135	160	170	160	185	185	35%	205
Head- multiple locations	200	150	150	155	165	125	-37%	190
Nose	230	250	215	200	220	205	-11%	190
Ear	170	200	200	145	165	170	2%	130
Multiple locations	6 185	6 140	5 905	5 705	6 320	5 700	-8%	5 520
Unspecified locations	160	305	355	330	340	590	269%	695
Systemic locations	655	630	550	530	560	410	-37%	395
Neck	3 705	2 925	2 885	2 705	2 740	2 780	-25%	2 470
Total	133 125	129 120	126 155	123 760	125 815	125 015	-6%	117 815

- The bodily location associated with the highest number of serious claims is the back - upper or lower. However, the number of serious claims involving the bodily location fell by 21% between 2000–01 and 2011–12.
- The only major physical location group to show an increase in serious claims between 2000–01 and 2011–12 was the lower limbs, which was largely driven by a 21% increase in the number of lower leg-related serious claims and a 17% increase in hip-related serious claims.

**Table 16: Serious claims: number of claims by mechanism of injury or disease, 2000–01 to 2012–13p**

Mechanism of injury or disease	2000-01	2007-08	2008-09	2009-10	2010-11	2011-12	% chg	2012-13p
Number of serious claims								
Body stressing	58 215	55 050	53 770	53 560	53 200	52 885	-9%	48 090
Muscular stress while lifting, carrying, or putting down objects	28 625	23 815	23 410	22 465	23 025	21 785	-24%	19 735
Muscular stress while handling objects other than lifting, carrying or putting down	18 845	20 240	19 565	19 980	19 655	19 965	6%	18 825
Muscular stress with no objects being handled	6 330	7 435	7 365	7 370	6 775	7 050	11%	6 070
Falls, trips & slips of a person	26 170	27 359	27 440	26 825	27 360	27 815	6%	26 130
Falls from a height	8 850	8 580	8 770	7 980	7 610	7 430	-16%	7 055
Falls on the same level	15 570	17 210	17 095	17 000	17 755	17 945	15%	16 405
Being hit by moving objects	18 185	19 370	18 420	17 280	17 520	17 765	-2%	17 985
Being hit by falling objects	4 205	4 975	4 465	3 990	4 055	4 240	1%	3 980
Being trapped between stationary & moving objects	2 480	3 000	2 930	2 590	2 470	2 505	1%	2 450
Being trapped by moving machinery or equipment	2 150	1 600	1 480	1 365	1 415	1 420	-34%	1 280
Being assaulted by a person or persons	1 105	2 175	2 295	2 215	2 185	2 365	114%	2 485
Hitting objects with a part of the body	10 585	9 995	9 285	8 535	8 395	8 540	-19%	8 330
Mental stress	6 295	6 530	6 755	7 655	8 165	7 345	17%	6 335
Heat, electricity & other environmental factors	1 954	1 893	1 664	1 649	1 673	1 758	-10%	1 794
Chemicals & other substances	1 540	1 229	1 210	1 050	1 110	1 155	-25%	1 120
Biological factors	605	490	505	365	440	370	-39%	350
Sound & pressure	150	165	159	115	160	170	13%	119
Vehicle incidents & other	9 434	7 050	6 935	6 700	7 780	7 190	-24%	7 555
Vehicle accident	2 730	3 205	3 160	2 870	3 165	3 150	15%	2 960
Total	133 125	129 120	126 155	123 760	125 815	125 015	-6%	117 815

- Body stressing accounted for 42% of serious claims in 2011–12. However, the number of serious claims caused by the mechanism fell by 9% between 2000–01 and 2011–12.
- Between 2000–01 and 2011–12, there were increases in the number of serious claims arising from Mental stress (17% increase), Sound & pressure (13% increase) and Falls, trips & slips of a person (increased by 6% due to an increase in the number of Falls on the same level).
- There was a 114% increase in the number of serious claims caused by Being assaulted by a person or persons between 2000–01 and 2011–12.

**17%**increase in the number
of serious claims caused
by Mental stress



Table 17: Serious claims: number of claims by breakdown agency of injury or disease, 2000–01 to 2012–13p

Breakdown agency of injury or disease	2000-01	2007-08	2008-09	2009-10	2010-11	2011-12	% chg	2012-13p
Number of serious claims								
Non-powered handtools, appliances & equipment	35 700	34 390	32 835	31 125	30 385	31 715	-11%	29 135
Environmental agencies	18 060	19 460	19 350	18 920	18 820	20 410	13%	19 045
Animal, human & biological agencies	13 965	14 905	15 370	16 050	15 950	16 565	19%	16 265
Materials & substances	14 835	16 890	15 560	15 220	15 155	16 810	13%	16 105
Mobile plant & transport	11 455	12 090	11 640	11 250	11 090	11 995	5%	11 585
Machinery & (mainly) fixed plant	9 310	7 365	6 555	6 090	5 945	6 415	-31%	5 900
Powered equipment, tools & appliances	6 380	6 480	6 125	5 945	5 625	6 095	-4%	5 475
Chemicals & chemical products	1 395	1 095	1 045	870	915	960	-31%	905
Other & unspecified agencies	22 025	16 450	17 665	18 280	21 935	14 040	-36%	13 375
Total	133 125	129 120	126 155	123 760	125 815	125 015	-6%	117 815

- Non-powered handtools, appliances & equipment were associated with 25% of serious claims in 2011–12. However, the number of claims associated with the breakdown agency fell by 11% between 2000–01 and 2011–12.
- There was a 19% increase in the number of serious claims related to exposure to Animal, human & biological agencies between 2000–01 and 2011–12.
- There was a 31% decrease in the number of serious claims associated with Machinery & mainly fixed plant between 2000–01 and 2011–12.



19%
increase in the number
of serious claims related
to exposure to Animal,
human & biological
agencies



Serious claims of younger and older employees

This chapter compares serious workers' compensation claims awarded to younger and older employees. Younger employees are defined as employees aged below 25 years and older employees are defined as employees aged 55 years and above.

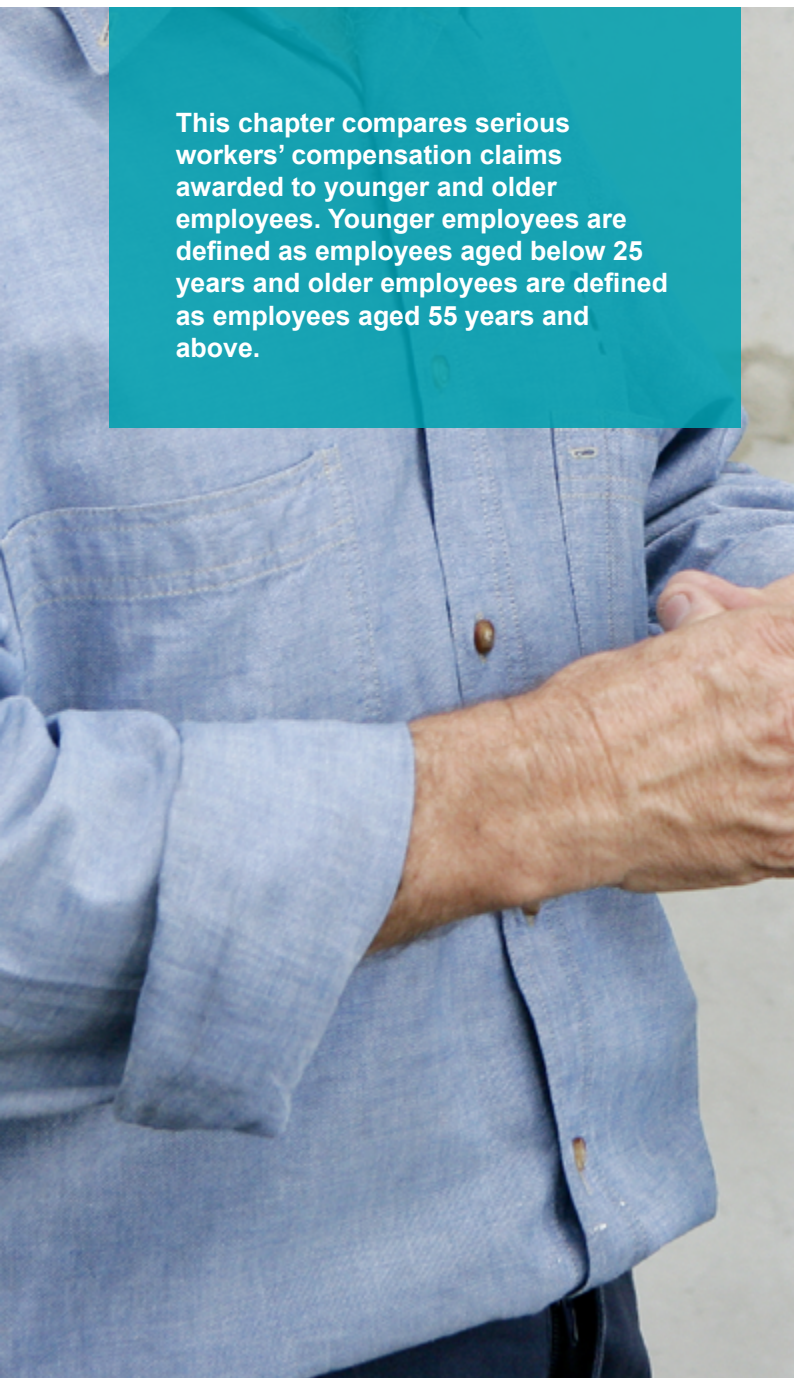


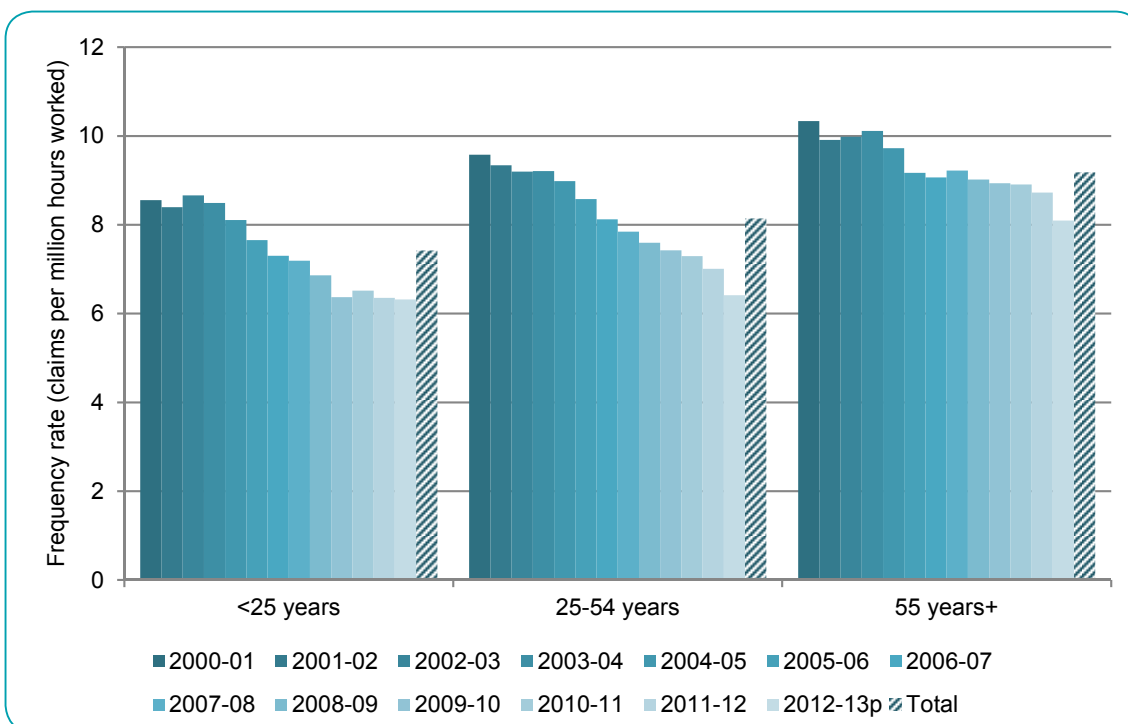


Table 18: Serious claims: frequency rates by age group, 2000–01 to 2012–13p

Year of lodgement	Age group		
	Under 25 years	25-54 years	55+ years
2000-01	8.6	9.6	10.3
2001-02	8.4	9.3	9.9
2002-03	8.7	9.2	10.0
2003-04	8.5	9.2	10.1
2004-05	8.1	9.0	9.7
2005-06	7.7	8.6	9.2
2006-07	7.3	8.1	9.1
2007-08	7.2	7.9	9.2
2008-09	6.9	7.6	9.0
2009-10	6.4	7.4	8.9
2010-11	6.5	7.3	8.9
2011-12	6.4	7.0	8.7
2012-13p	6.3	6.4	8.1
Total	7.4	8.1	9.2

- Older employees had higher frequency rates of serious claims than younger employees between 2000–01 and 2012–13p.

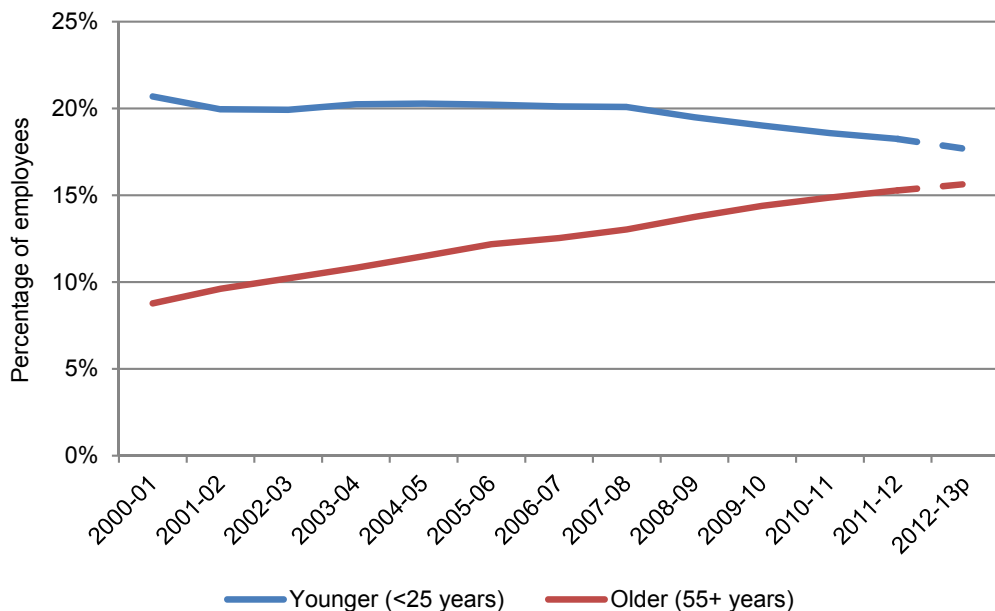
Figure 4: Serious claims: frequency rates by age group, 2000–01 to 2012–13p



- The frequency rate for younger employees fell by 26% between 2000–01 and 2011–12, compared with a decrease of 16% for older employees (2011–12 is used to calculate the percentage change as it is the most recent non-preliminary year).

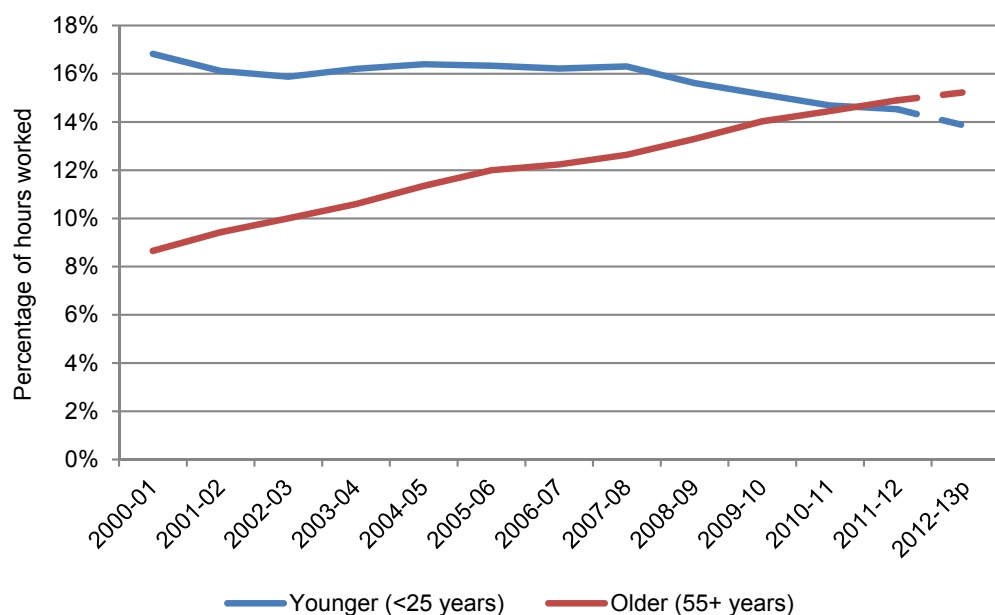


Figure 5: Percentage of all employees classified as younger or older employees, 2000–01 to 2012–13p



- The proportion of younger employees is greater than the proportion of older employees.
- Between 2000–01 and 2012–13p, the proportion of younger employees decreased from 21% to 18%, while the proportion of older employees increased from 9% to 16%.

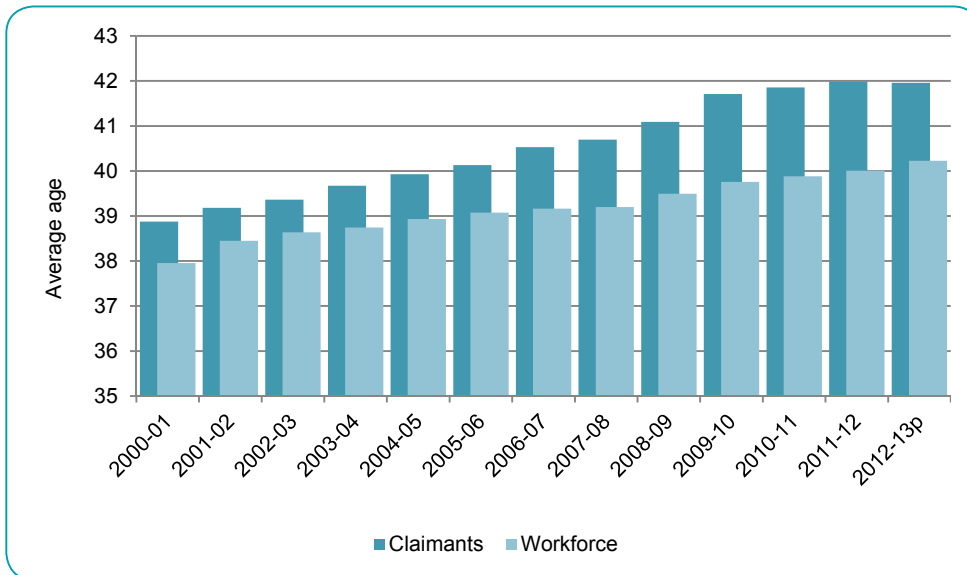
Figure 6: Percentage of all hours worked that were worked by younger and older employees, 2000–01 to 2012–13p



- Older employees now work a greater proportion of all hours worked than younger employees.
- Between 2000–01 and 2012–13p, the proportion of all hours worked by younger employees decreased from 17% to 14%, while the proportion of all hours worked by older employees increased from 9% to 15%.



Figure 7: Average age of a claimant (serious claims) and an employee, 2000–01 to 2012–13p



- The average age of a claimant (serious claims) and the average age of an employee in the workforce have been increasing since 2000–01.

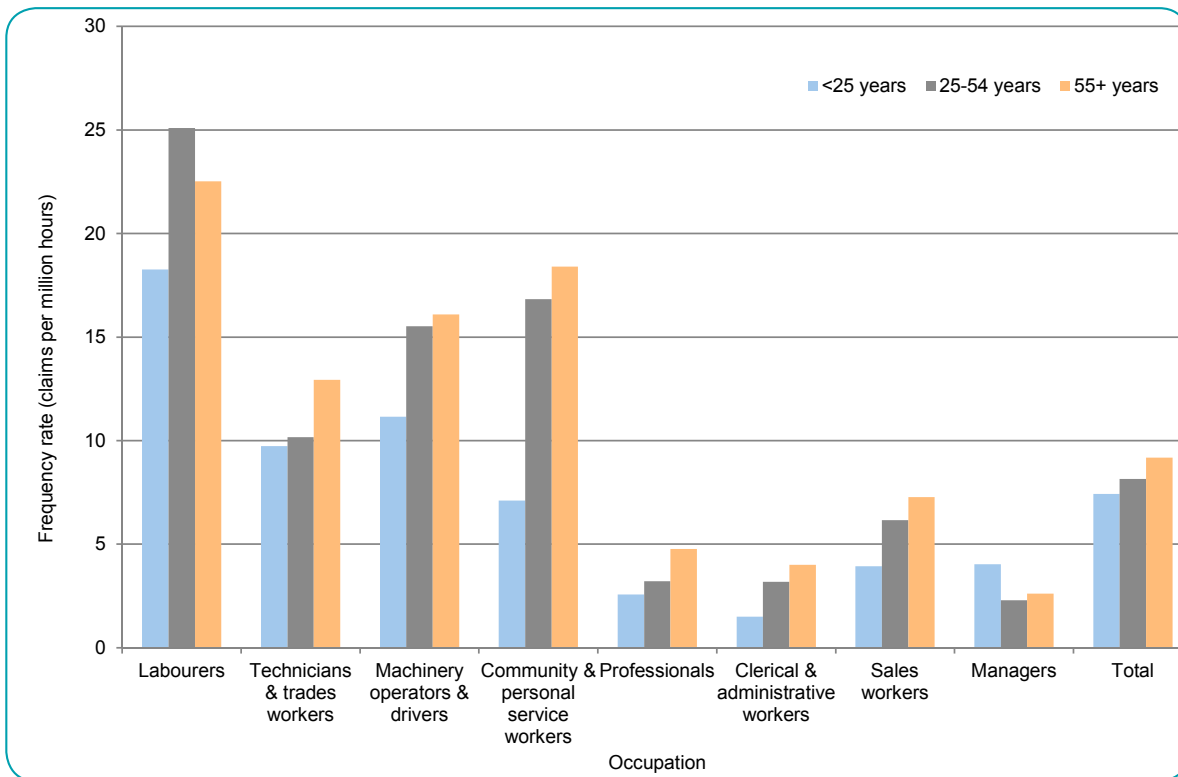
Table 19: Percentage of serious claims and hours worked by age group and occupation, 2000–01 to 2012–13p combined

Occupation	Age group					
	Under 25 years		25–54 years		55+ years	
	% of serious claims	% of hours worked	% of serious claims	% of hours worked	% of serious claims	% of hours worked
Labourers	32.9%	13.4%	26.5%	8.6%	24.4%	10.0%
Technicians & trades workers	29.8%	22.7%	17.8%	14.3%	16.5%	11.7%
Machinery operators & drivers	8.0%	5.3%	15.5%	8.1%	16.9%	9.6%
Community & personal service workers	10.6%	11.1%	14.8%	7.2%	13.3%	6.6%
Professionals	3.9%	11.1%	9.8%	24.9%	11.9%	22.9%
Clerical & administrative workers	3.0%	14.7%	6.1%	15.5%	7.0%	16.0%
Sales workers	9.2%	17.3%	5.1%	6.7%	5.0%	6.3%
Managers	2.4%	4.3%	4.1%	14.7%	4.8%	16.8%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

- Greater proportions of younger employees' serious claims were awarded to Labourers and Technicians & trades workers than they were for older employees. Over 60% of younger employees' serious claims were accounted for by these two occupations, despite these occupations accounting for 36% of hours worked by younger employees.
- The serious claims of older employees were more evenly spread across the occupations than observed for younger employees. However, there were relatively higher proportions of serious claims accounted for by Professionals and Machinery operators & drivers among older employees than younger employees.
- The proportion of older employees' serious claims accounted for by Labourers, Technicians & trades workers, Machinery operators & drivers and Community & personal service workers were relatively higher than the hours worked by older employees in these occupations.

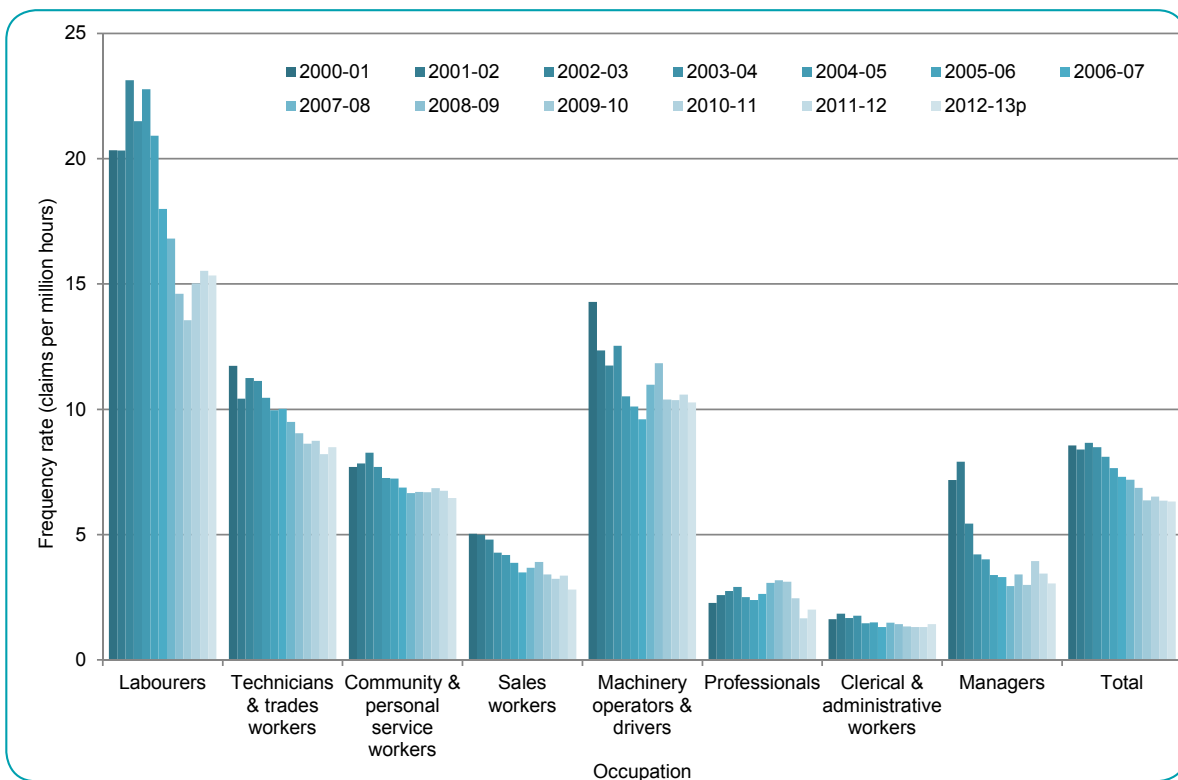


Figure 8: Frequency rates of serious claims by age group and occupation, 2000–01 to 2012–13p combined



- Older employees have a higher frequency rate of serious claims in the majority of occupations.

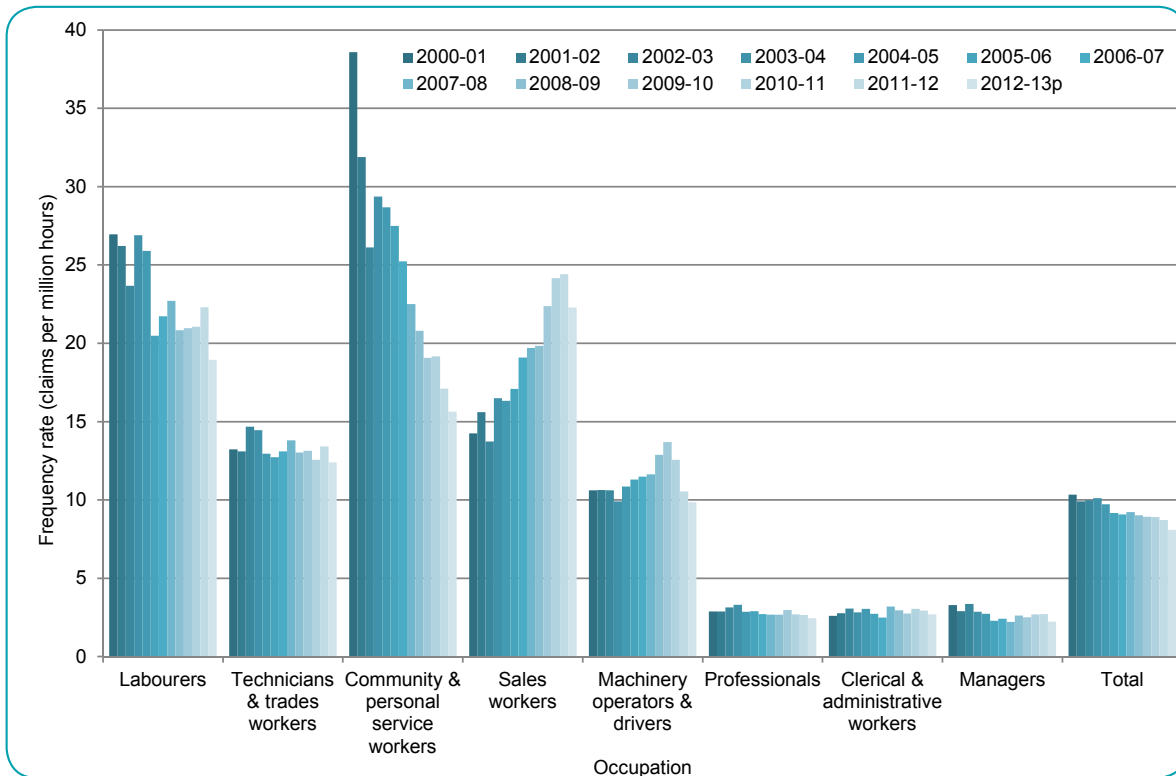
Figure 9: Frequency rates of serious claims for employees aged below 25 years by occupation, 2000–01 to 2012–13p



- Frequency rates of younger employees declined in all occupations between 2000–01 and 2011–12.
- The largest percentage decrease in younger employees' frequency rates was recorded by Managers.



Figure 10: Frequency rates of serious claims for employees aged 55 years and above by occupation, 2000–01 to 2012–13p



- In contrast to younger employees, the frequency rates of older employees showed little change or increases in some occupations between 2000–01 and 2011–12. The largest percentage increase in older employees' frequency rates was recorded by Sales workers.
- The largest percentage decrease in the frequency rates of older employees was recorded by Community & personal service workers.

Table 20: Percentage of serious claims by age group and nature of injury or disease, 2000–01 to 2012–13p combined

Nature of injury or disease	Age group		
	Under 25 years	25–54 years	55+ years
Injury & musculoskeletal disorders			
Traumatic joint/ligament & muscle/tendon injury	41.8%	49.0%	46.0%
Wounds, lacerations, amputations & internal organ damage	27.4%	14.2%	13.6%
Fractures	10.5%	13.2%	13.5%
Musculoskeletal & connective tissue diseases	8.0%	8.0%	10.6%
Burn	3.5%	1.9%	1.8%
Other injuries	2.1%	1.3%	0.9%
Intracranial injuries	0.5%	0.4%	0.4%
Injury to nerves & spinal cord	0.1%	0.1%	0.1%
Total injury & musculoskeletal disorders	94.3%	88.4%	87.4%



Nature of injury or disease	Age group		
	Under 25 years	25–54 years	55+ years
Diseases			
Mental disorders	2.5%	6.5%	5.8%
Digestive system diseases	1.3%	2.4%	4.1%
Skin & subcutaneous tissue diseases	0.9%	1.4%	1.3%
Nervous system & sense organ diseases	0.7%	0.6%	0.6%
Infectious & parasitic diseases	0.2%	0.2%	0.2%
Respiratory system diseases	0.1%	0.2%	0.2%
Other diseases	0.1%	0.1%	0.2%
Circulatory system diseases	0.0%	0.1%	0.1%
Neoplasms (cancer)	0.0%	0.0%	0.1%
Total diseases	5.7%	11.6%	12.6%
Total serious claims	100.0%	100.0%	100.0%

- Compared with older employees, younger employees had a higher proportion of serious claims arising from injury & musculoskeletal disorders, particularly Wounds, lacerations, amputations & internal organ damage and Burns.
- Compared with younger employees, older employees had a higher proportion of serious claims arising from diseases, particularly Digestive system diseases and Mental disorders. Older employees also had a higher proportion of serious claims arising from Traumatic joint/ligament & muscle/tendon injury and Fractures.

Table 21: Percentage of serious claims by age group and breakdown agency of injury or disease, 2000–01 to 2012–13p combined

Breakdown agency of injury or disease	Age group		
	Under 25 years	25–54 years	55+ years
Non-powered handtools, appliances & equipment	29.2%	25.8%	24.7%
Environmental agencies	13.0%	14.2%	19.1%
Other & unspecified agencies	10.5%	15.1%	14.4%
Materials & substances	15.8%	11.9%	11.1%
Animal, human & biological agencies	9.8%	12.6%	10.7%
Mobile plant & transport	7.2%	9.2%	10.0%
Machinery & (mainly) fixed plant	7.9%	5.5%	4.9%
Powered equipment, tools & appliances	5.6%	4.8%	4.4%
Chemicals & chemical products	1.1%	0.9%	0.7%
Total	100.0%	100.0%	100.0%

- A greater proportion of younger employees' serious claims were associated with Non-powered handtools, appliances & equipment, Materials & substances and Machinery & (mainly) fixed plant than they were for older employees.
- A greater proportion of older employees' serious claims were associated with Environmental agencies and Mobile plant & transport than they were for younger employees.



Time lost and compensation paid

This section analyses trends in the duration of absence (time lost from work) and compensation payments for serious claims over time.

Time lost is measured in working weeks lost from work and excludes estimates of future absences. Time lost does not have to occur in consecutive days or weeks but reflects the total period of time for which compensation was paid.

The median is used as the summary measure for time lost and compensation paid, in preference to the average, as a few long-term claims involving large compensation payments or periods of time lost can significantly distort the interpretation of the average. It is not possible to calculate total payments by multiplying the median payment by the number of claims.

This report does not display median time lost and median compensation paid for claims lodged in the 2012–13p financial year as those claims are likely to be open and the claimant may accrue more time off and payment in subsequent years.



**Table 22: Serious claims: median time lost (weeks) and compensation paid, 2000–01 to 2011–12**

Year of lodgement	Serious claims	Median time lost (weeks)	Median compensation paid
2000-01	133 125	4.2	\$5 200
2001-02	130 165	4.3	\$5 400
2002-03	133 635	4.2	\$5 300
2003-04	134 345	4.0	\$5 100
2004-05	135 510	4.0	\$5 700
2005-06	131 280	4.2	\$5 700
2006-07	129 480	4.4	\$6 200
2007-08	129 120	4.7	\$6 800
2008-09	126 155	5.0	\$7 700
2009-10	123 760	5.0	\$8 100
2010-11	125 815	5.4	\$8 600
2011-12	125 015	5.4	\$8 900



The median time lost from work increased by 29% between 2000–01 and 2011–12, while median compensation paid increased by 71% over the same period

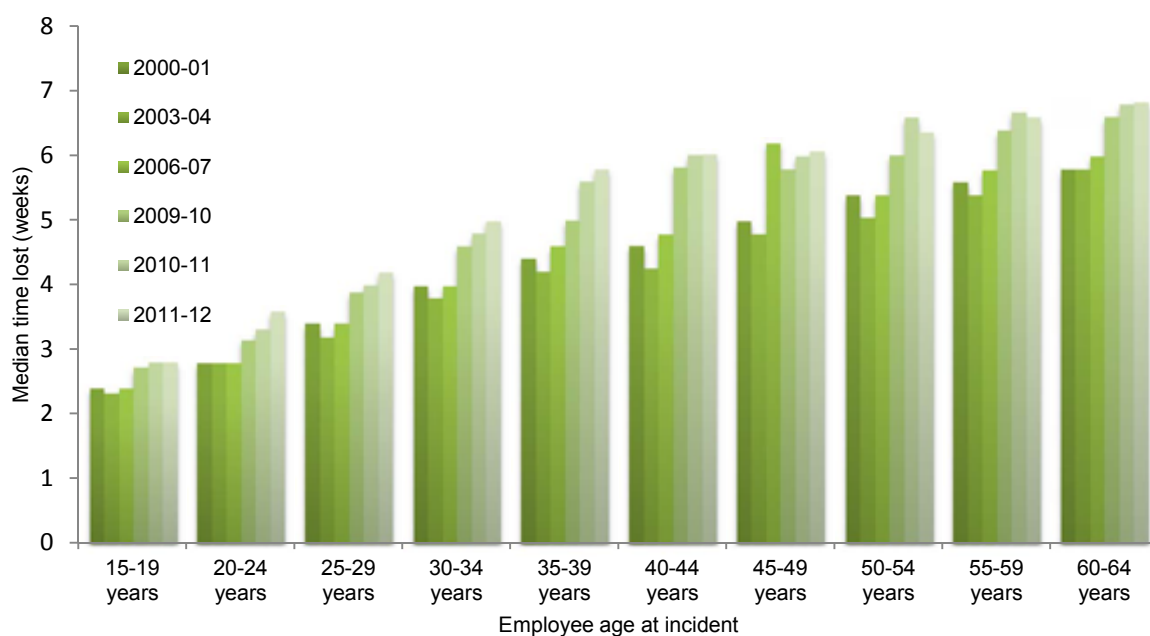
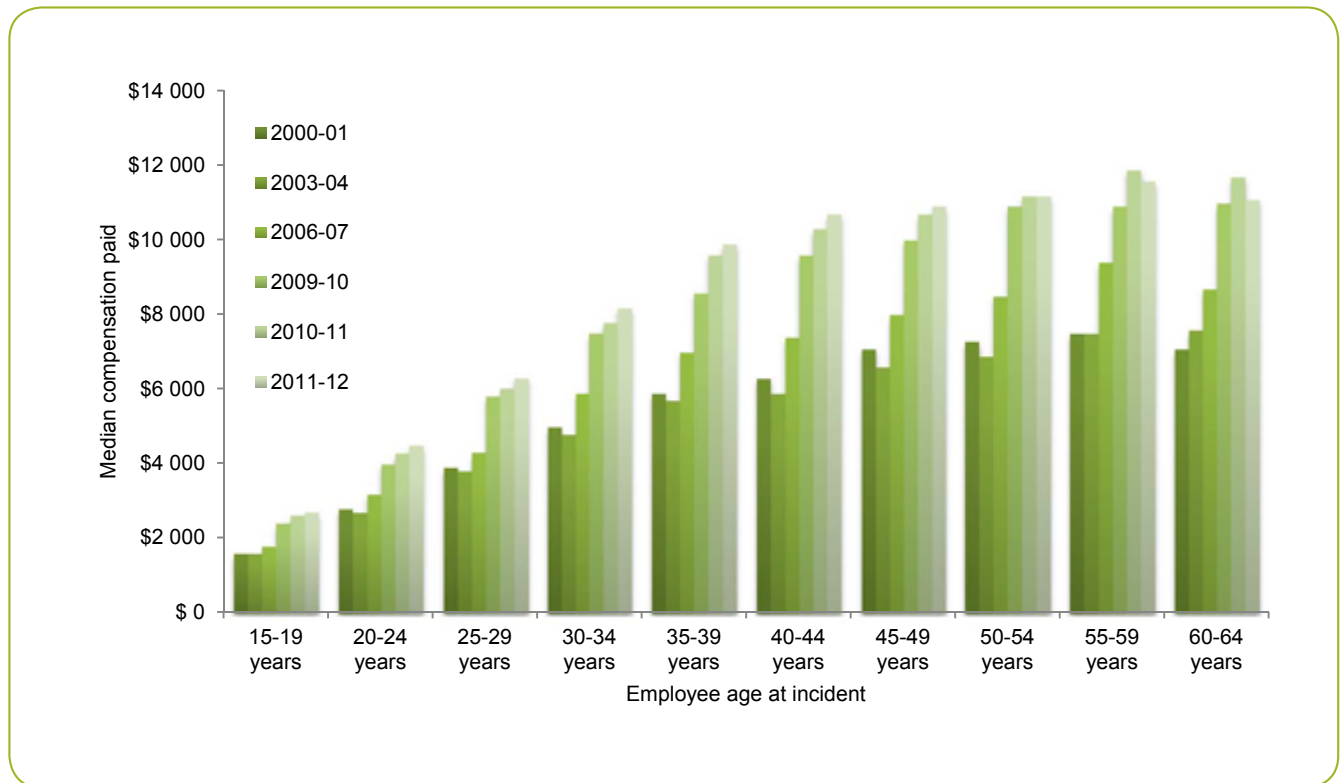
Figure 11: Serious claims: median time lost from work by age group, 2000–01 to 2011–12



Figure 12: Serious claims: median compensation paid by age group, 2000–01 to 2011–12



- Older workers have higher median time lost from work and higher median compensation paid for their serious claims than younger workers.
- Between 2000–01 and 2011–12, employees aged below 45 experienced a greater percentage increase in median compensation paid than employees aged 45 and above.

Table 23: Serious claims: median time lost and compensation paid by sex, 2000–01 to 2011–12

Financial year	Median time lost (weeks)		Median compensation paid	
	Male	Female	Male	Female
2000-01	4.0	4.7	\$5 000	\$5 600
2001-02	4.0	5.0	\$5 200	\$6 000
2002-03	4.0	4.9	\$5 100	\$5 800
2003-04	3.8	4.6	\$4 900	\$5 400
2004-05	3.9	4.4	\$5 600	\$5 900
2005-06	4.0	5.0	\$5 600	\$5 900
2006-07	4.2	5.0	\$6 200	\$6 200
2007-08	4.4	5.4	\$6 800	\$6 700
2008-09	4.6	5.5	\$7 900	\$7 100
2009-10	4.6	5.7	\$8 200	\$7 700
2010-11	5.0	6.0	\$8 800	\$8 200
2011-12	5.2	6.0	\$9 200	\$8 400



Between 2000–01 and 2011–12, the median compensation paid for a serious claim increased by 84% for male employees and 50% for female employees



Between 2000–01 and 2011–12, the median time lost for a serious claim increased by 30% for male employees and 28% for female employees



Figure 13: Serious claims: median time lost from work by sex, 2000–01 to 2011–12

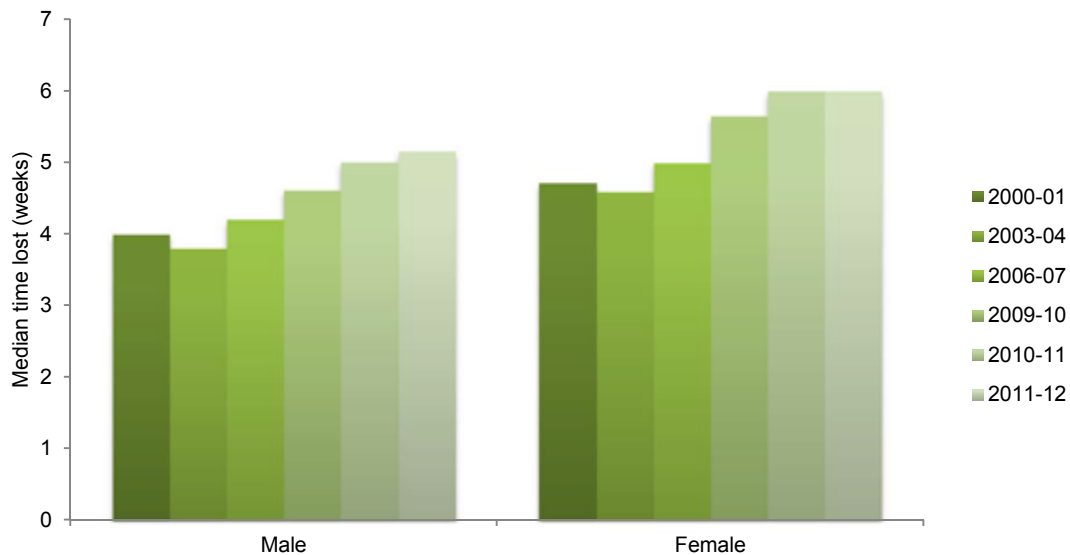
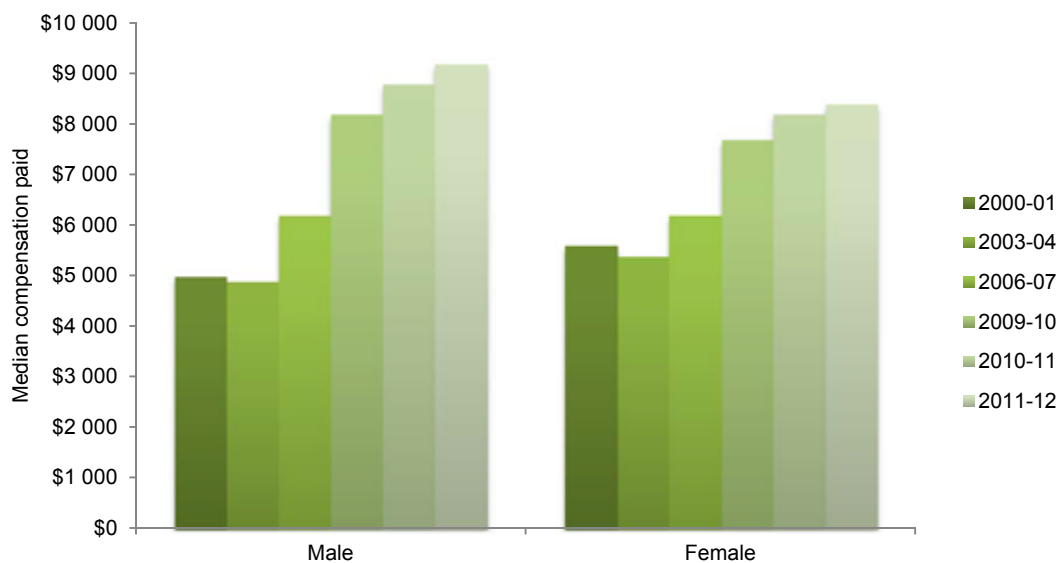


Figure 14: Serious claims: median compensation paid by sex, 2000–01 to 2011–12



- In 2011–12, female employees had higher median time lost than male employees, while male employees had higher median compensation paid.



Table 24: Serious claims: median time lost and compensation paid by industry, 2000–01 to 2011–12

Industry	2000-01	2007-08	2008-09	2009-10	2010-11	2011-12	% chg
Median time lost (weeks)							
Health care & social assistance	4.4	4.6	4.6	4.6	5.0	5.0	14%
Manufacturing	4.0	4.4	4.5	4.6	5.0	5.0	25%
Construction	5.0	5.2	5.6	5.9	6.0	6.4	28%
Transport, postal & warehousing	4.0	4.6	4.9	4.8	5.1	5.6	40%
Retail trade	3.4	5.2	5.8	6.5	6.2	6.2	82%
Public administration & safety	4.0	5.1	4.8	4.9	5.6	5.6	41%
Accommodation & food services	3.7	3.8	3.9	3.7	4.0	4.0	8%
Education & training	4.0	4.4	4.5	4.5	4.6	4.7	18%
Administrative & support services	4.4	4.2	4.4	4.2	4.5	5.0	14%
Wholesale trade	4.1	4.8	5.0	5.2	5.1	5.2	27%
Other services	4.6	4.5	4.9	5.2	5.2	5.6	22%
Agriculture, forestry & fishing	4.8	5.2	5.2	5.0	5.8	5.8	21%
Mining	5.1	5.9	7.0	6.4	7.6	7.0	36%
Arts & recreation services	4.6	6.3	6.2	5.9	6.6	6.4	40%
Professional, scientific & technical services	4.7	5.0	5.3	5.4	5.6	6.8	45%
Electricity, gas, water & waste services	3.4	4.0	4.0	4.6	4.8	5.4	60%
Rental, hiring & real estate services	4.5	4.7	5.4	5.0	5.6	6.2	38%
Financial & insurance services	4.8	5.9	6.5	7.4	7.2	6.9	44%
Information media & telecommunications	3.8	4.0	5.6	5.2	4.8	5.8	53%
Total	4.2	4.7	5.0	5.0	5.4	5.4	29%
Median compensation paid							
Health care & social assistance	\$4 800	\$5 900	\$6 300	\$6 500	\$7 000	\$7 100	48%
Manufacturing	\$5 400	\$6 500	\$7 600	\$8 300	\$8 900	\$8 500	57%
Construction	\$6 100	\$7 500	\$8 900	\$9 600	\$10 100	\$11 000	80%
Transport, postal & warehousing	\$5 100	\$8 000	\$8 600	\$8 600	\$9 400	\$10 900	114%
Retail trade	\$4 100	\$5 400	\$6 100	\$7 300	\$7 200	\$7 700	88%
Public administration & safety	\$6 300	\$10 600	\$10 400	\$10 800	\$12 200	\$12 600	100%
Accommodation & food services	\$3 400	\$3 700	\$4 200	\$4 200	\$4 400	\$4 700	38%
Education & training	\$5 900	\$8 000	\$8 400	\$8 800	\$8 900	\$9 600	63%
Administrative & support services	\$4 100	\$4 700	\$5 200	\$5 100	\$6 000	\$6 700	63%
Wholesale trade	\$5 400	\$6 800	\$8 100	\$8 400	\$9 000	\$8 600	59%
Other services	\$5 300	\$6 400	\$7 400	\$8 000	\$8 400	\$9 400	77%
Agriculture, forestry & fishing	\$4 000	\$5 900	\$6 200	\$6 300	\$7 100	\$8 000	100%
Mining	\$12 000	\$14 800	\$20 200	\$19 000	\$20 900	\$20 100	68%
Arts & recreation services	\$4 700	\$5 700	\$6 700	\$6 200	\$7 400	\$6 900	47%
Professional, scientific & technical services	\$6 800	\$8 800	\$9 700	\$9 900	\$11 400	\$12 200	79%
Electricity, gas, water & waste services	\$5 000	\$7 800	\$8 400	\$9 500	\$10 100	\$12 300	146%
Rental, hiring & real estate services	\$5 700	\$6 600	\$9 500	\$9 000	\$9 200	\$9 100	60%
Financial & insurance services	\$7 500	\$9 800	\$10 600	\$11 800	\$11 800	\$14 400	92%
Information media & telecommunications	\$6 100	\$9 600	\$11 500	\$13 600	\$11 700	\$12 100	98%
Total	\$5 200	\$6 800	\$7 700	\$8 100	\$8 600	\$8 900	71%



- The Mining industry had the highest median time lost and median compensation paid in 2011–12.
- The greatest increase in median time lost occurred in the Retail trade industry, while median compensation paid doubled or more in the Transport, postal & warehousing, Public administration & safety, Agriculture, forestry & fishing and Electricity, gas, water & waste services industries between 2000–01 and 2011–12.

Table 25: Serious claims: median time lost and compensation paid by occupation, 2000–01 to 2011–12

Occupation	2000-01	2007-08	2008-09	2009-10	2010-11	2011-12	% chg
Median time lost (weeks)							
Labourers	4.1	4.5	4.8	5.0	5.2	5.2	27%
Technicians & trades workers	4.0	4.2	4.4	4.5	4.6	5.0	25%
Community & personal service workers	4.0	4.9	4.8	4.6	5.0	4.9	22%
Machinery operators & drivers	4.4	4.9	5.2	5.0	5.6	5.8	32%
Professionals	4.6	4.6	4.7	4.9	5.4	5.6	23%
Sales workers	3.4	5.4	6.0	6.7	6.2	6.5	92%
Clerical & administrative workers	4.8	5.6	5.9	6.0	6.4	6.3	31%
Managers	5.0	6.2	6.2	6.4	6.8	6.6	32%
Total	4.2	4.7	5.0	5.0	5.4	5.4	29%
Median compensation paid							
Labourers	\$4 400	\$5 600	\$6 500	\$7 000	\$7 400	\$7 800	77%
Technicians & trades workers	\$5 000	\$6 400	\$7 400	\$7 900	\$8 200	\$8 500	70%
Community & personal service workers	\$4 600	\$6 200	\$6 600	\$6 500	\$7 200	\$7 100	54%
Machinery operators & drivers	\$5 900	\$7 800	\$8 600	\$9 000	\$10 000	\$10 400	76%
Professionals	\$6 700	\$8 800	\$9 100	\$9 400	\$10 800	\$11 000	64%
Sales workers	\$4 100	\$5 300	\$6 000	\$7 100	\$7 000	\$7 900	93%
Clerical & administrative workers	\$7 100	\$9 700	\$10 800	\$11 600	\$12 400	\$11 900	68%
Managers	\$7 600	\$10 300	\$11 100	\$11 000	\$12 100	\$12 900	70%
Total	\$5 200	\$6 800	\$7 700	\$8 100	\$8 600	\$8 900	71%

- In 2011–12, Managers recorded the highest median time lost (6.6 working weeks) and the highest median compensation paid (\$12 900), while Community & personal service workers recorded the lowest median time lost (4.9 working weeks) and the lowest median compensation paid (\$7 100).
- Between 2000–01 and 2011–12, the largest increase in median time lost and median compensation paid occurred in the Sales workers occupation, which increased by 92% and 93% respectively.

Table 26: Serious claims: median time lost by nature of injury or disease, 2000–01 to 2011–12

Nature of injury or disease	2000-01	2007-08	2008-09	2009-10	2010-11	2011-12	% chg
Median time lost (weeks)							
Injury & musculoskeletal disorders							
Traumatic joint/ligament & muscle/tendon injury	4.1	4.2	4.4	4.4	4.8	4.9	20%
Musculoskeletal & connective tissue diseases	8.2	8.4	8.6	8.8	8.8	9.2	12%
Wounds, lacerations, amputations & internal organ damage	2.4	2.4	2.6	2.6	2.7	2.8	16%
Fractures	6.8	7.4	7.6	7.7	7.8	7.9	17%
Other injuries	2.4	2.5	2.8	3.2	3.2	3.6	49%
Burn	2.0	2.0	2.0	2.0	2.0	2.0	2%
Intracranial injuries	2.6	3.8	3.2	4.2	3.3	3.8	45%
Injury to nerves & spinal cord	21.7	8.9	10.5	9.7	12.1	8.6	-60%
Total injury & musculoskeletal disorders	3.9	4.4	4.6	4.6	5.0	5.0	27%
Diseases							
Mental disorders	11.2	11.2	12.6	13.5	14.8	14.2	27%
Digestive system diseases	5.8	5.6	5.4	5.4	5.6	5.5	-5%
Nervous system & sense organ diseases	8.1	8.0	8.4	8.6	8.8	8.2	1%
Skin & subcutaneous tissue diseases	2.3	2.8	2.4	2.0	2.8	2.6	15%
Respiratory system diseases	4.6	4.0	4.0	4.4	5.0	4.6	0%
Infectious & parasitic diseases	2.0	2.2	2.2	2.3	2.4	2.9	45%
Circulatory system diseases	15.0	8.7	6.6	10.4	9.8	9.8	-35%
Other diseases	5.7	4.2	4.4	6.1	4.2	3.8	-34%
Neoplasms (cancer)	3.9	2.6	3.4	4.5	2.4	3.2	-17%
Total diseases	6.8	6.8	7.3	7.8	8.4	8.2	21%
Total serious claims	4.2	4.7	5.0	5.0	5.4	5.4	29%

- Median time lost was greatest for serious claims arising from Mental disorders (14.2 working weeks in 2011–12) and Musculoskeletal & connective tissue diseases (9.2 working weeks in 2011–12).
- There was a 20% increase in the median time lost for Traumatic joint/ligament & muscle/tendon injury and a 27% increase in the median time lost for Mental disorders between 2000–01 and 2011–12.



5.0 working weeks:
median time lost for
injury & musculoskeletal
disorders

8.2 working weeks:
median time lost for
diseases

**Table 27: Serious claims: median compensation paid by nature of injury or disease, 2000–01 to 2011–12**

Nature of injury or disease	2000-01	2007-08	2008-09	2009-10	2010-11	2011-12	% chg
Median compensation							
Injury & musculoskeletal disorders							
Traumatic joint/ligament & muscle/tendon injury	\$5 300	\$6 200	\$6 800	\$7 100	\$7 800	\$8 200	55%
Musculoskeletal & connective tissue diseases	\$11 100	\$12 600	\$14 400	\$15 600	\$16 000	\$13 800	24%
Wounds, lacerations, amputations & internal organ damage	\$2 700	\$3 400	\$4 100	\$4 100	\$4 400	\$4 600	70%
Fractures	\$6 400	\$9 600	\$10 400	\$10 600	\$10 800	\$11 200	75%
Other injuries	\$3 000	\$3 500	\$4 300	\$4 900	\$5 200	\$6 300	110%
Burn	\$1 400	\$1 800	\$2 000	\$2 000	\$2 100	\$2 300	64%
Intracranial injuries	\$3 100	\$5 700	\$6 500	\$6 400	\$6 000	\$6 800	119%
Injury to nerves & spinal cord	\$58 400	\$15 900	\$15 900	\$13 300	\$20 600	\$16 500	-72%
Total injury & musculoskeletal disorders	\$4 700	\$6 200	\$7 000	\$7 300	\$7 700	\$8 100	72%
Diseases							
Mental disorders	\$14 300	\$18 100	\$20 100	\$22 500	\$25 600	\$23 800	66%
Digestive system diseases	\$6 800	\$9 800	\$10 500	\$10 800	\$11 000	\$11 100	63%
Nervous system & sense organ diseases	\$8 700	\$12 000	\$12 900	\$14 900	\$13 900	\$13 800	59%
Skin & subcutaneous tissue diseases	\$2 300	\$3 100	\$2 800	\$2 800	\$3 800	\$2 900	26%
Respiratory system diseases	\$7 100	\$6 400	\$4 800	\$6 700	\$7 600	\$8 400	18%
Infectious & parasitic diseases	\$1 500	\$2 100	\$2 500	\$3 000	\$2 600	\$4 800	220%
Circulatory system diseases	\$15 300	\$10 900	\$8 500	\$17 500	\$18 500	\$14 000	-8%
Other diseases	\$6 000	\$7 100	\$7 600	\$12 300	\$6 300	\$10 400	73%
Neoplasms (cancer)	\$8 700	\$7 400	\$13 100	\$13 000	\$10 500	\$9 400	8%
Total diseases	\$8 200	\$10 800	\$11 900	\$13 200	\$14 600	\$14 200	73%
Total serious claims	\$5 200	\$6 800	\$7 700	\$8 100	\$8 600	\$8 900	71%

- The highest median compensation paid was recorded for serious claims related to Mental disorders (\$23 800 in 2011–12) and Injury to nerves and spinal cord (\$16 500 in 2011–12).
- Overall, injury and musculoskeletal disorder claims had a median compensation payment of \$8 100, while diseases had a median compensation payment of \$14 200 in 2011–12.
- Median time lost and compensation paid are likely to be volatile for rare types of injury or disease. Trends over time should be interpreted with caution.



Table 28: Serious claims: median time lost and median compensation paid by mechanism of injury or disease, 2000–01 to 2011–12

Mechanism of injury or disease	2000-01	2007-08	2008-09	2009-10	2010-11	2011-12	% chg
Median time lost (weeks)							
Body stressing	4.6	5.4	5.6	5.5	5.9	6.0	30%
Muscular stress while lifting, carrying, or putting down objects	4.3	5.1	5.2	5.3	5.6	5.9	37%
Muscular stress while handling objects other than lifting, carrying or putting down	4.6	5.3	5.6	5.4	5.9	6.0	30%
Muscular stress with no objects being handled	4.0	4.6	5.0	4.9	4.8	5.1	28%
Falls, trips & slips of a person	4.6	5.4	5.4	5.6	5.8	6.0	30%
Falls from a height	5.6	6.2	6.2	6.4	6.6	7.2	29%
Falls on the same level	4.2	5.0	5.0	5.2	5.4	5.5	31%
Being hit by moving objects	3.2	3.5	3.7	3.6	3.8	4.0	25%
Being hit by falling objects	3.2	3.6	3.8	3.9	4.2	4.2	31%
Being trapped by moving machinery or equipment	4.4	4.5	4.6	4.4	4.7	4.5	2%
Being trapped between stationary & moving objects	3.1	3.6	3.6	3.6	4.0	4.0	29%
Being assaulted by a person or persons	4.2	3.9	4.0	4.0	4.4	4.6	10%
Hitting objects with a part of the body	2.4	2.4	2.6	2.6	2.8	2.8	17%
Mental stress	11.4	12.4	13.4	13.8	15.7	15.6	37%
Heat, electricity & other environmental factors	2.0	2.0	2.0	2.0	2.0	2.0	0%
Chemicals & other substances	2.2	2.2	2.1	2.4	2.0	2.2	0%
Biological factors	2.0	2.0	2.0	2.2	2.5	2.4	20%
Sound & pressure	4.2	2.9	6.0	6.2	5.2	3.8	-10%
Vehicle incidents & other	5.2	5.4	5.5	5.4	5.6	5.9	13%
Total	4.2	4.7	5.0	5.0	5.4	5.4	29%
Median compensation paid							
Body stressing	\$5 900	\$7 600	\$8 400	\$8 800	\$9 400	\$9 800	66%
Muscular stress while lifting, carrying, or putting down objects	\$5 400	\$6 900	\$7 800	\$8 000	\$8 800	\$9 200	70%
Muscular stress while handling objects other than lifting, carrying or putting down	\$5 600	\$7 700	\$8 500	\$8 800	\$9 500	\$9 700	73%
Muscular stress with no objects being handled	\$5 900	\$7 600	\$8 400	\$8 600	\$8 500	\$9 300	58%
Falls, trips & slips of a person	\$5 500	\$7 400	\$8 100	\$8 500	\$8 900	\$9 300	69%
Falls from a height	\$6 800	\$8 900	\$8 900	\$9 600	\$10 400	\$11 300	66%
Falls on the same level	\$4 900	\$6 900	\$7 800	\$8 000	\$8 400	\$8 800	80%
Being hit by moving objects	\$4 000	\$5 100	\$5 900	\$6 000	\$6 100	\$6 700	68%
Being hit by falling objects	\$3 400	\$4 300	\$5 100	\$5 200	\$5 400	\$5 900	74%
Being trapped by moving machinery or equipment	\$6 300	\$9 600	\$9 500	\$9 900	\$10 300	\$8 700	38%
Being trapped between stationary & moving objects	\$3 700	\$5 100	\$5 600	\$6 500	\$6 100	\$6 500	76%
Being assaulted by a person or persons	\$6 000	\$6 500	\$7 800	\$6 800	\$7 600	\$8 000	33%



Mechanism of injury or disease	2000-01	2007-08	2008-09	2009-10	2010-11	2011-12	% chg
Hitting objects with a part of the body	\$2 600	\$3 300	\$4 200	\$4 100	\$4 500	\$4 500	73%
Mental stress	\$14 500	\$18 300	\$20 100	\$22 500	\$25 800	\$24 500	69%
Heat, electricity & other environmental factors	\$1 500	\$2 000	\$2 100	\$2 000	\$2 200	\$2 400	60%
Chemicals & other substances	\$2 300	\$2 600	\$2 400	\$2 900	\$2 800	\$3 100	35%
Biological factors	\$2 000	\$2 400	\$2 500	\$2 700	\$3 100	\$3 900	95%
Sound & pressure	\$5 300	\$6 200	\$12 300	\$9 600	\$9 900	\$9 300	75%
Vehicle incidents & other	\$5 700	\$8 200	\$8 900	\$8 900	\$9 300	\$10 300	81%
Total	\$5 200	\$6 800	\$7 700	\$8 100	\$8 600	\$8 900	71%

- Serious claims resulting from Mental stress had the greatest increase in median time lost between 2000–01 and 2011–12 and recorded the highest median compensation paid over the same period.



The median time lost from work for serious claims resulting from Body stressing and Falls, trips & slips of a person have increased by 30% since 2000–01



Table 29: Serious claims: median time lost and median compensation paid by breakdown agency of injury or disease, 2000–01 to 2011–12

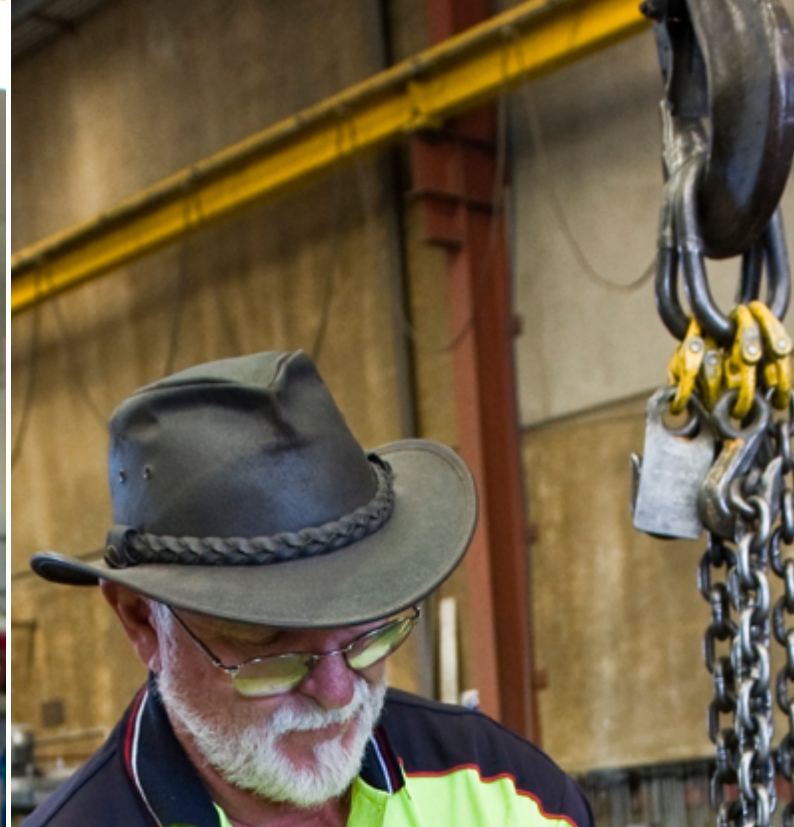
Breakdown agency of injury or disease	2000–01	2007–08	2008–09	2009–10	2010–11	2011–12	% chg
Median time lost (weeks)							
Non-powered handtools, appliances & equipment	3.6	4.4	4.4	4.4	4.8	4.9	36%
Environmental agencies	4.0	4.6	4.8	4.9	5.2	5.4	35%
Materials & substances	3.8	3.7	4.0	4.2	4.5	4.8	26%
Animal, human & biological agencies	4.6	5.4	5.3	5.4	6.0	6.0	30%
Mobile plant & transport	4.5	5.2	5.2	5.0	5.6	6.0	33%
Machinery & (mainly) fixed plant	4.0	4.2	4.6	4.5	4.6	4.6	15%
Powered equipment, tools & appliances	4.2	4.3	4.4	4.4	4.8	4.8	14%
Chemicals & chemical products	2.6	2.6	2.7	3.0	2.5	3.0	15%
Other & unspecified agencies	5.8	7.0	7.2	7.8	7.0	7.1	22%
Total	4.2	4.7	5.0	5.0	5.4	5.4	29%
Median compensation paid							
Non-powered handtools, appliances & equipment	\$4 400	\$5 700	\$6 300	\$6 600	\$7 000	\$7 700	75%
Environmental agencies	\$5 000	\$6 900	\$7 300	\$7 700	\$8 200	\$8 900	78%
Materials & substances	\$4 400	\$5 000	\$6 000	\$6 300	\$7 000	\$7 600	73%
Animal, human & biological agencies	\$5 100	\$6 900	\$7 200	\$7 400	\$8 700	\$9 100	78%
Mobile plant & transport	\$5 800	\$7 700	\$8 400	\$8 500	\$9 500	\$10 500	81%
Machinery & (mainly) fixed plant	\$5 200	\$6 500	\$7 900	\$8 200	\$8 300	\$8 600	65%
Powered equipment, tools & appliances	\$5 800	\$6 900	\$7 700	\$8 000	\$8 500	\$8 900	53%
Chemicals & chemical products	\$3 100	\$3 300	\$3 500	\$3 700	\$3 500	\$4 500	45%
Other & unspecified agencies	\$7 100	\$11 200	\$12 700	\$14 000	\$12 300	\$12 000	69%
Total	\$5 200	\$6 800	\$7 700	\$8 100	\$8 600	\$8 900	71%

- Apart from Other & unspecified agencies, serious claims associated with Animal, human & biological agencies and Mobile plant & transport had the highest median time lost from work in 2011–12 (6.0 working weeks each).
- Apart from Other & unspecified agencies, serious claims associated with Mobile plant & transport had the highest median compensation paid in 2011–12 (\$10 500).
- Between 2000–01 and 2011–12, serious claims arising from Non-powered handtools, appliances & equipment recorded the greatest increase in median time lost (36%), while serious claims arising from Mobile plant & transport recorded the greatest increase in median compensation paid (81%).



\$10 500

the median compensation paid for serious claims associated with Mobile plant & transport in 2011–12



Industry characteristics, 2012–13p

This section provides a closer examination of serious workers' compensation claims in the Retail trade and Manufacturing industries.

These industries have a high number of employees, representing 11% and 8% of the Australian workforce in 2012–13 respectively. Reports and profiles on other industries can be found on the Safe Work Australia website (www.swa.gov.au).





Table 30: Summary of industry characteristics, 2012–13p

Industry division	Employed persons	Percentage of workforce	Percentage entitled to compensation	Serious claims	Incidence rate	Frequency rate	Employees	Hours worked (million)
Health care & social assistance	1 371 429	12%	95%	19 125	14.1	9.9	1 357 096	1 930
Retail trade	1 236 342	11%	96%	9 925	8.2	6.0	1 203 007	1 650
Education & training	915 797	8%	96%	6 625	7.2	4.7	916 046	1 410
Manufacturing	916 685	8%	95%	15 375	17.9	9.4	857 402	1 640
Professional, scientific & technical services	907 461	8%	89%	1 925	2.5	1.3	772 617	1 440
Construction	990 236	9%	80%	12 310	17.0	8.4	723 424	1 470
Accommodation & food services	801 486	7%	97%	7 060	8.9	7.1	796 134	990
Public administration & safety	730 747	6%	99%	9 245	13.2	7.6	700 598	1 220
Transport, postal & warehousing	583 592	5%	91%	10 055	19.1	10.2	527 598	990
Financial & insurance services	423 817	4%	97%	820	2.1	1.1	395 532	720
Wholesale trade	426 030	4%	97%	4 900	12.2	6.4	402 033	760
Other services	457 230	4%	83%	3 790	10.6	6.1	358 777	620
Administrative & support services	390 710	3%	82%	5 295	12.5	7.7	423 969	690
Mining	260 348	2%	99%	2 885	11.4	5.0	253 793	580
Information media & telecommunications	219 538	2%	95%	590	2.8	1.6	212 608	380
Agriculture, forestry & fishing	299 883	3%	63%	3 710	21.0	10.6	176 810	350
Arts & recreation services	221 943	2%	85%	1 880	8.8	7.0	212 583	270
Rental, hiring & real estate services	193 521	2%	91%	1 015	5.8	3.2	174 019	320
Electricity, gas, water & waste services	148 811	1%	99%	1 160	8.6	4.5	135 180	260
Total*	11 495 606	100%	92%	117 815	11.1	6.7	10 599 226	17 700

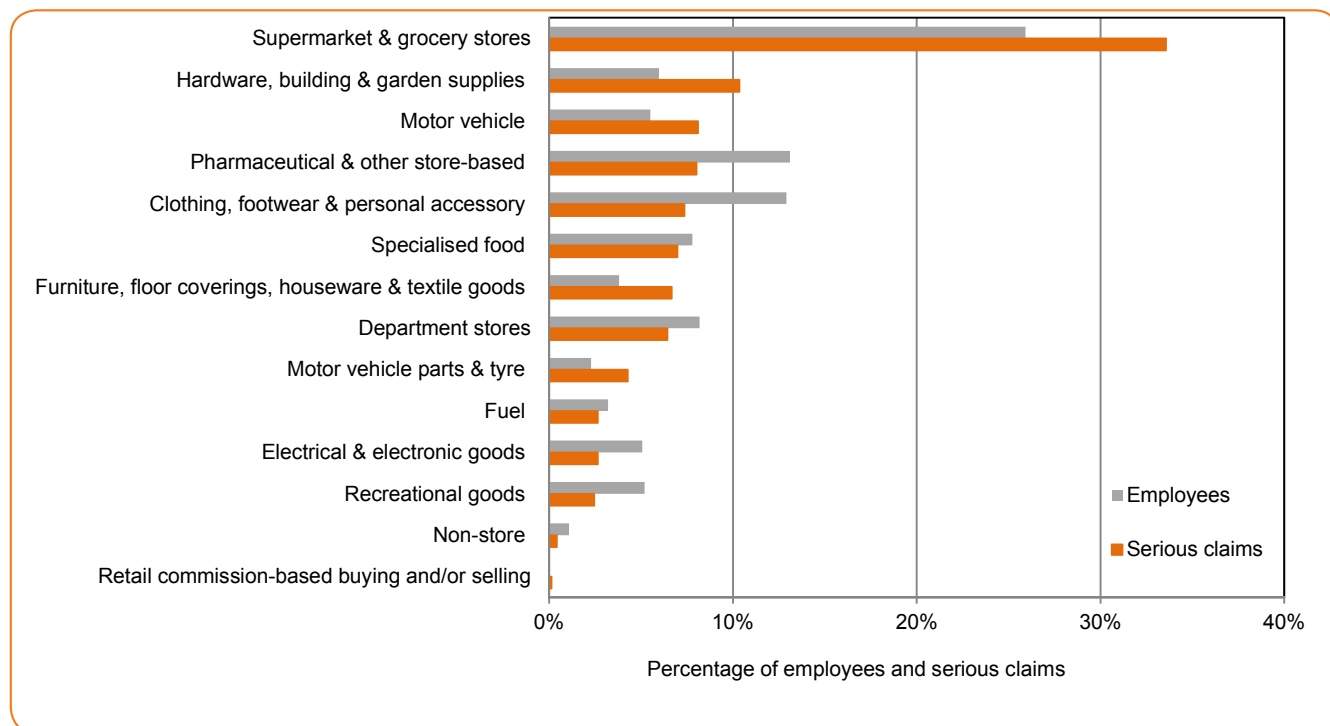
* Total includes 125 serious claims where industry is not stated

- In 2012–13p, employees in the Health care & social assistance industry recorded the highest number of serious claims (19 125).
- The highest incidence rates of serious claims were recorded by the Agriculture, forestry & fishing (21.0 serious claims per 1000 employees) and the Transport, postal & warehousing (19.1 serious claims per 1000 employees) industries.
- In 2012–13p, almost half of all serious claims (48%) were made by employees in four of the largest employment industries (Health care & social assistance, Retail trade, Construction and Manufacturing).
- Employed persons is the total number of people employed in the industry. As some of these people are self-employed, they are not necessarily covered by workers' compensation schemes. The number of employees reflects labour force data adjusted to align with workers' compensation coverage and multiple job holders. It can be higher or lower than employed persons. Hours worked is the total number of hours worked in jobs covered by workers' compensation schemes.



Retail trade industry

Figure 15: Retail trade industry: percentage of employees and serious claims by industry group 2012–13p



- Supermarket and grocery stores accounted for the highest proportion of employees and serious claims within the Retail trade industry.

Figure 16: Retail trade industry: incidence rate by sex and age, 2012–13p

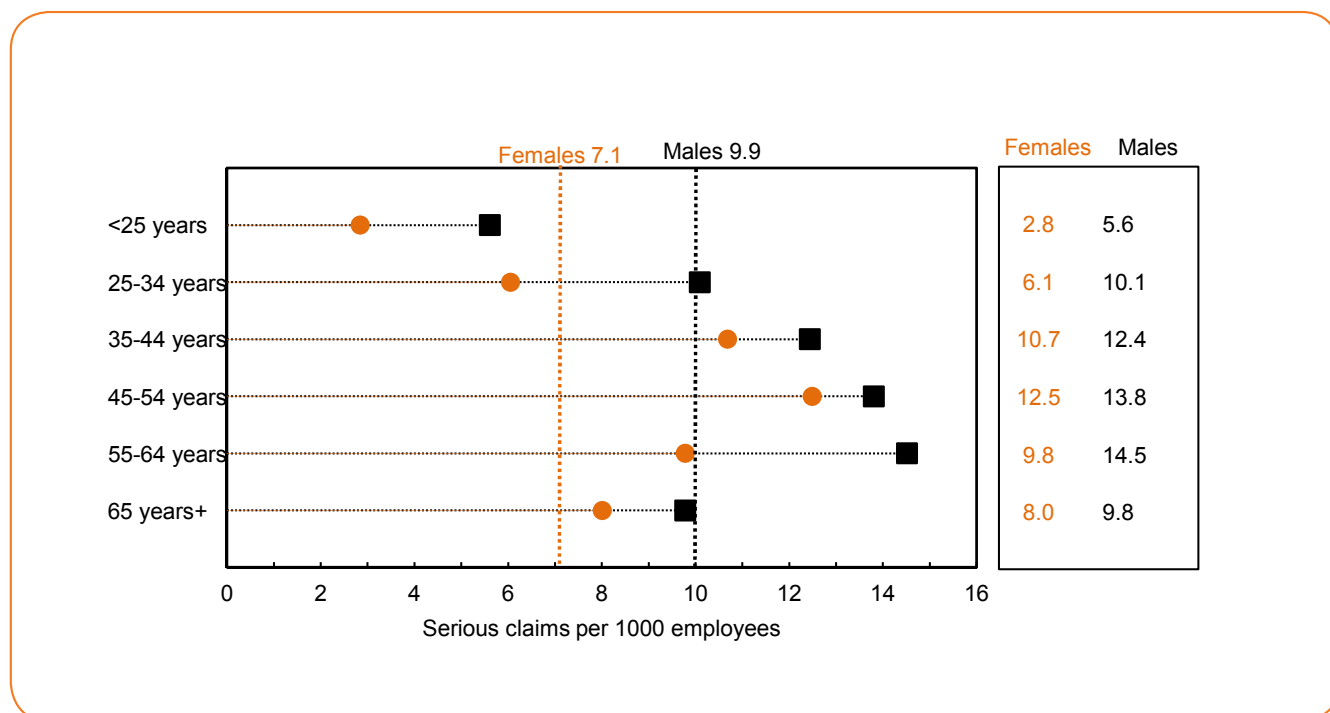




Table 31: Serious claims: incidence and frequency rates by Retail trade subdivision and group, 2007–08 to 2012–13p

Retail trade subdivision and group	2007-08	2008-09	2009-10	2010-11	2011-12	% chg	2012-13p
Number of serious claims							
Motor vehicle & motor vehicle parts retailing	1 260	1 175	1 100	1 095	1 205	-4%	1 230
• Motor vehicle retailing	845	730	710	700	785	-7%	805
• Motor vehicle parts & tyre retailing	415	440	390	395	420	1%	425
Fuel retailing	345	350	295	295	315	-9%	265
Food retailing	4 815	5 110	4 905	4 980	4 445	-8%	4 025
• Supermarket & grocery stores	3 905	4 210	4 065	4 200	3 710	-5%	3 330
• Specialised food retailing	910	900	835	780	735	-19%	690
Other store-based retailing	4 495	4 375	4 190	4 430	4 415	-2%	4 355
Non-store retailing	45	60	35	55	65	44%	40
Total	10 965	11 065	10 525	10 860	10 465	-5%	9 925
Incidence rate (serious claims per 1000 employees)							
Motor vehicle & motor vehicle parts retailing	13.9	12.1	12.0	12.1	12.8	-8%	13.1
• Motor vehicle retailing	12.5	9.8	10.8	11.0	11.1	-12%	12.2
• Motor vehicle parts & tyre retailing	17.9	19.4	15.0	14.7	17.9	0%	15.5
Fuel retailing	9.0	9.1	9.3	7.8	8.8	-2%	6.9
Food retailing	12.7	12.3	13.0	12.4	11.3	-11%	9.9
• Supermarket & grocery stores	13.5	13.5	14.6	14.3	12.8	-5%	10.7
• Specialised food retailing	10.2	8.7	8.6	7.4	7.1	-30%	7.4
Other store-based retailing	6.6	6.9	6.5	6.8	6.9	5%	6.7
Non-store retailing	8.1	7.3	4.3	6.1	5.0	-39%	3.1
Total	9.2	9.3	9.1	9.1	8.9	-3%	8.3
Frequency rate (serious claims per million hours worked)							
Motor vehicle & motor vehicle parts retailing	6.9	6.2	6.3	6.5	6.9	-1%	6.8
• Motor vehicle retailing	6.2	4.9	5.6	5.8	6.1	-1%	6.0
• Motor vehicle parts & tyre retailing	9.4	10.5	8.2	8.3	9.2	-1%	8.7
Fuel retailing	6.4	6.1	6.4	5.6	6.4	0%	4.8
Food retailing	10.2	9.9	10.3	9.8	8.8	-14%	7.7
• Supermarket & grocery stores	11.4	11.3	12	11.8	10.4	-8%	8.7
• Specialised food retailing	7.2	6.3	6.1	5.2	4.9	-32%	4.9
Other store-based retailing	4.7	5.2	4.9	5.1	5.1	9%	5.1
Non-store retailing	5.5	4.7	2.8	3.4	3.4	-38%	1.8
Total	6.6	6.8	6.7	6.7	6.5	-1%	6

- In 2012–13p, the highest number of serious claims was recorded in Other store-based retailing, but the highest frequency rate occurred in Food retailing (7.7 serious claims per million hours worked).



Figure 17: Retail trade industry: median time lost from work (working weeks), 2000–01 to 2011–12

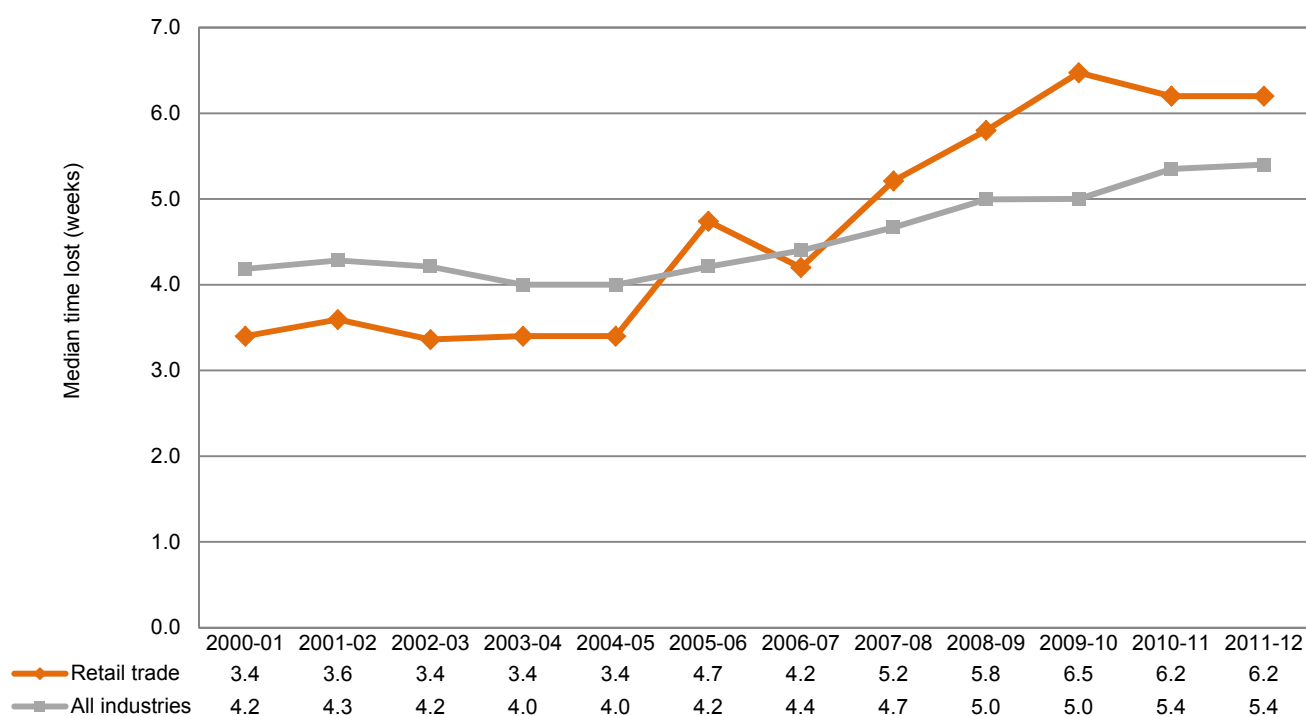
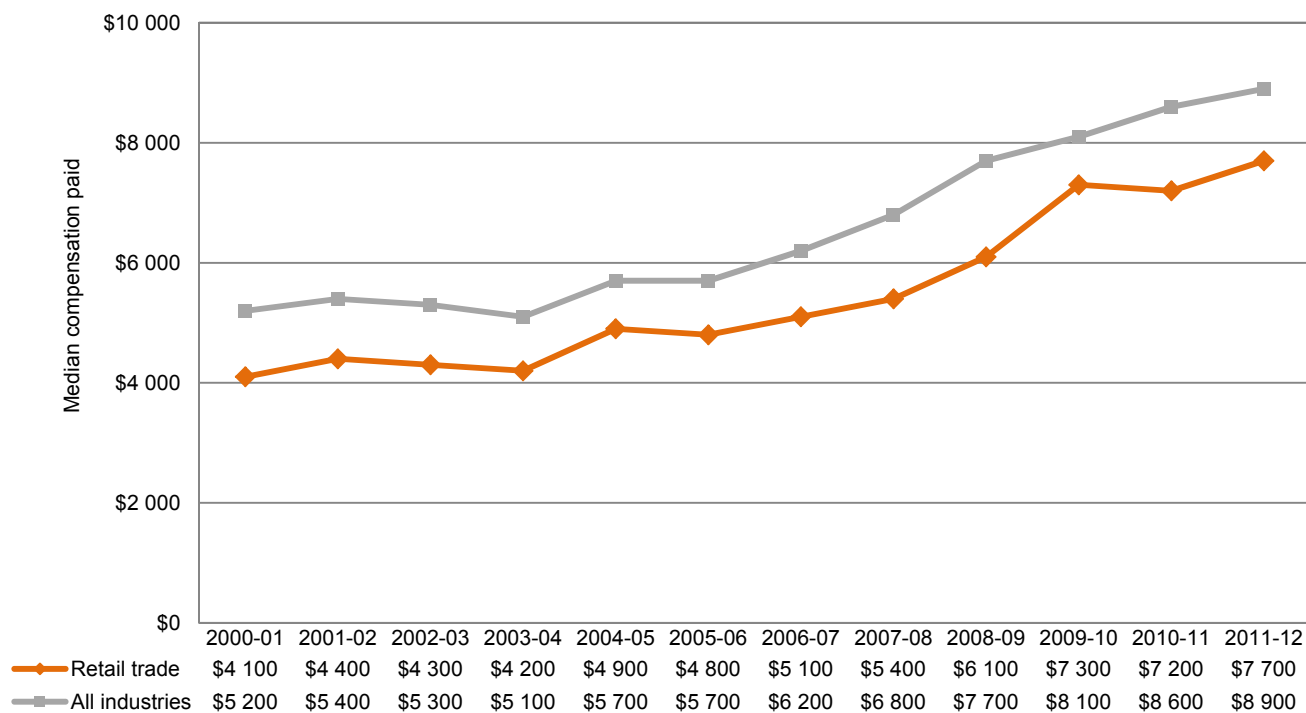


Figure 18: Retail trade industry: median compensation paid, 2000–01 to 2011–12

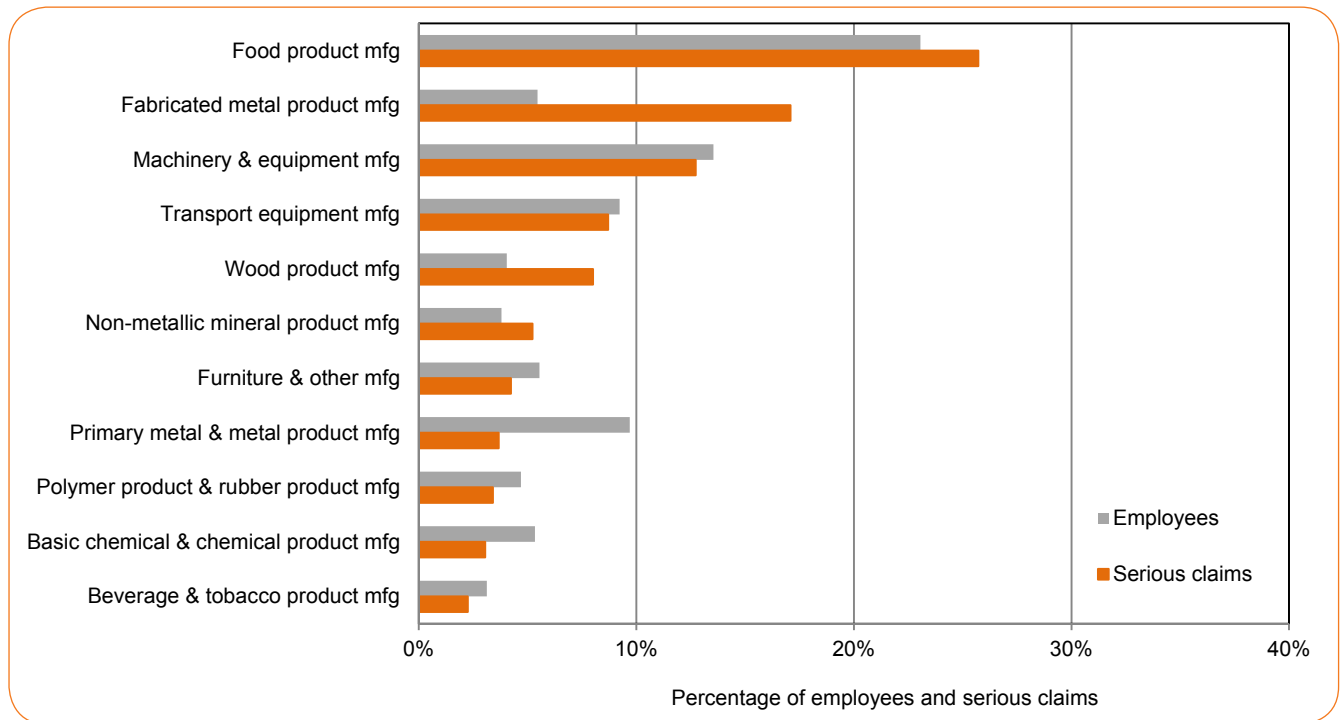


- Compared with the median time lost for serious claims across all industries, the median time lost for serious claims in the Retail trade industry was lower between 2000–01 and 2004–05 and higher between 2007–08 and 2011–12.
- Median compensation paid for serious claims in the Retail trade industry was consistently lower than it was for all industries between 2000–01 and 2011–12.



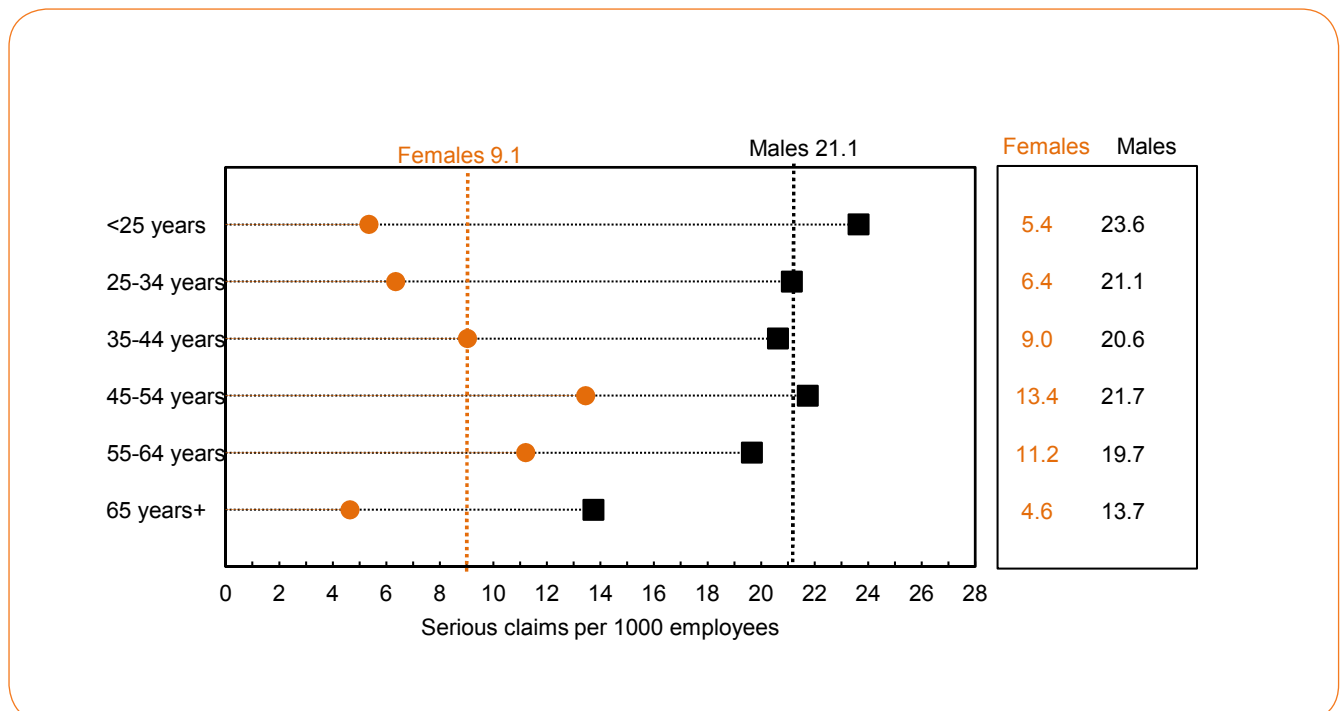
Manufacturing industry

Figure 19: Manufacturing industry: percentage of employees and serious claims by industry subdivision, 2012–13p



- Food product manufacturing accounted for the highest proportion of employees and serious claims within the Manufacturing industry.

Figure 20: Manufacturing industry: incidence rate by sex and age group, 2012–13p



**Table 32: Serious claims: incidence and frequency rates by Manufacturing subdivision, 2007–08 to 2012–13p**

Manufacturing subdivision	2007-08	2008-09	2009-10	2010-11	2011-12	% chg	2012-13p
Number of serious claims							
Food product mfg	5 705	5 185	4 780	4 410	4 255	-25%	3 955
Beverage & tobacco product mfg	505	480	435	390	385	-24%	345
Textile, leather, clothing & footwear mfg	510	495	400	385	340	-33%	235
Wood product mfg	1 740	1 465	1 435	1 450	1 230	-29%	1 230
Pulp, paper & converted paper product mfg	445	430	370	355	330	-26%	270
Printing	600	515	510	435	390	-35%	330
Petroleum & coal product mfg	100	85	75	60	65	-35%	75
Basic chemical & chemical product mfg	610	580	490	475	545	-11%	470
Polymer product & rubber product mfg	1 145	985	890	820	690	-40%	525
Non-metallic mineral product mfg	1 150	1 030	860	855	925	-20%	805
Primary metal & metal product mfg	935	725	605	705	655	-30%	565
Fabricated metal product mfg	3 405	3 105	2 800	2 905	2 900	-15%	2 625
Transport equipment mfg	1 935	1 515	1 415	1 560	1 585	-18%	1 340
Machinery & equipment mfg	2 380	2 140	1 925	1 835	2 060	-13%	1 960
Furniture & other mfg	1 175	910	830	755	760	-35%	650
Total	22 345	19 650	17 820	17 400	17 110	-23%	15 375
Incidence rate (serious claims per 1000 employees)							
Food product mfg	28.3	26.6	24.3	22.1	22.8	-19%	20.0
Beverage & tobacco product mfg	19.1	16.0	14.9	15.1	11.6	-39%	12.9
Textile, leather, clothing & footwear mfg	12.2	12.4	10.4	10.2	10.9	-10%	7.0
Wood product mfg	37.7	35.1	33.0	40.7	34.6	-8%	35.5
Pulp, paper & converted paper product mfg	22.2	20.0	19.7	18.2	21.3	-4%	17.4
Printing	11.2	10.3	10.0	8.2	9.7	-14%	7.0
Petroleum & coal product mfg	11.7	10.9	11.5	6.7	5.4	-54%	7.0
Basic chemical & chemical product mfg	12.9	12.2	9.9	10.1	12.3	-5%	10.3
Polymer product & rubber product mfg	24.4	26.1	25.6	24.8	18.9	-23%	13.0
Non-metallic mineral product mfg	28.2	28.5	24.3	25.3	25.2	-10%	24.7
Primary metal & metal product mfg	11.3	8.5	7.6	8.1	7.4	-34%	6.8
Fabricated metal product mfg	47.2	46.0	47.0	56.5	54.3	15%	56.1
Transport equipment mfg	19.0	17.1	17.4	18.2	19.3	2%	16.9
Machinery & equipment mfg	20.8	17.6	15.4	15.7	18.0	-13%	16.9
Furniture & other mfg	21.0	15.9	16.3	16.6	15.3	-27%	13.7
Total	23.3	21.2	19.8	19.7	19.9	-14%	17.9



Manufacturing subdivision	2007-08	2008-09	2009-10	2010-11	2011-12	% chg	2012-13p
Frequency rate (serious claims per million hours worked)							
Food product mfg	16.1	14.9	13.7	12.5	12.9	-20%	11.6
Beverage & tobacco product mfg	9.7	8.4	8.0	8.2	6.2	-36%	6.7
Textile, leather, clothing & footwear mfg	6.7	7.1	6.0	5.8	6.1	-8%	3.9
Wood product mfg	18.9	17.6	17.7	21.3	17.7	-6%	18.4
Pulp, paper & converted paper product mfg	12.1	10.3	10.4	9.5	11.2	-8%	8.9
Printing	5.9	5.6	5.4	4.3	5.4	-9%	3.8
Petroleum & coal product mfg	6.2	5.9	5.7	3.4	2.7	-56%	3.5
Basic chemical & chemical product mfg	6.6	6.3	5.1	5.3	6.2	-6%	5.5
Polymer product & rubber product mfg	12.3	13.3	13.3	12.8	9.4	-23%	6.9
Non-metallic mineral product mfg	13.5	14.0	12.1	12.6	12.1	-10%	11.9
Primary metal & metal product mfg	5.5	4.2	3.8	4.0	3.6	-34%	3.3
Fabricated metal product mfg	23.3	23.9	23.2	28.1	27.8	19%	27.9
Transport equipment mfg	9.5	8.8	8.8	9.0	9.7	3%	8.6
Machinery & equipment mfg	10.4	9.0	7.8	7.9	8.8	-15%	8.4
Furniture & other mfg	10.9	8.2	8.4	8.8	7.7	-29%	6.8
Total	12.0	11.1	10.4	10.3	10.3	-14%	9.4

- In 2012–13p, the highest number of serious claims was recorded in Food product manufacturing (3 955) and the lowest was recorded in Petroleum & coal product manufacturing (75).
- In 2012–13p, the highest incidence and frequency rates of serious claims occurred in Fabricated metal product manufacturing (56.1 serious claims per 1000 employees and 27.9 serious claims per million hours worked).
- In 2012–13p, the lowest incidence and frequency rates of serious claims occurred in Primary metal & metal product manufacturing (6.8 serious claims per 1000 employees and 3.3 serious claims per million hours worked).
- Overall, the Manufacturing industry experienced declines in the number of serious claims, incidence rates and frequency rates between 2000–01 and 2011–12.



Figure 21: Manufacturing industry: median time lost from work (working weeks), 2000–01 to 2011–12

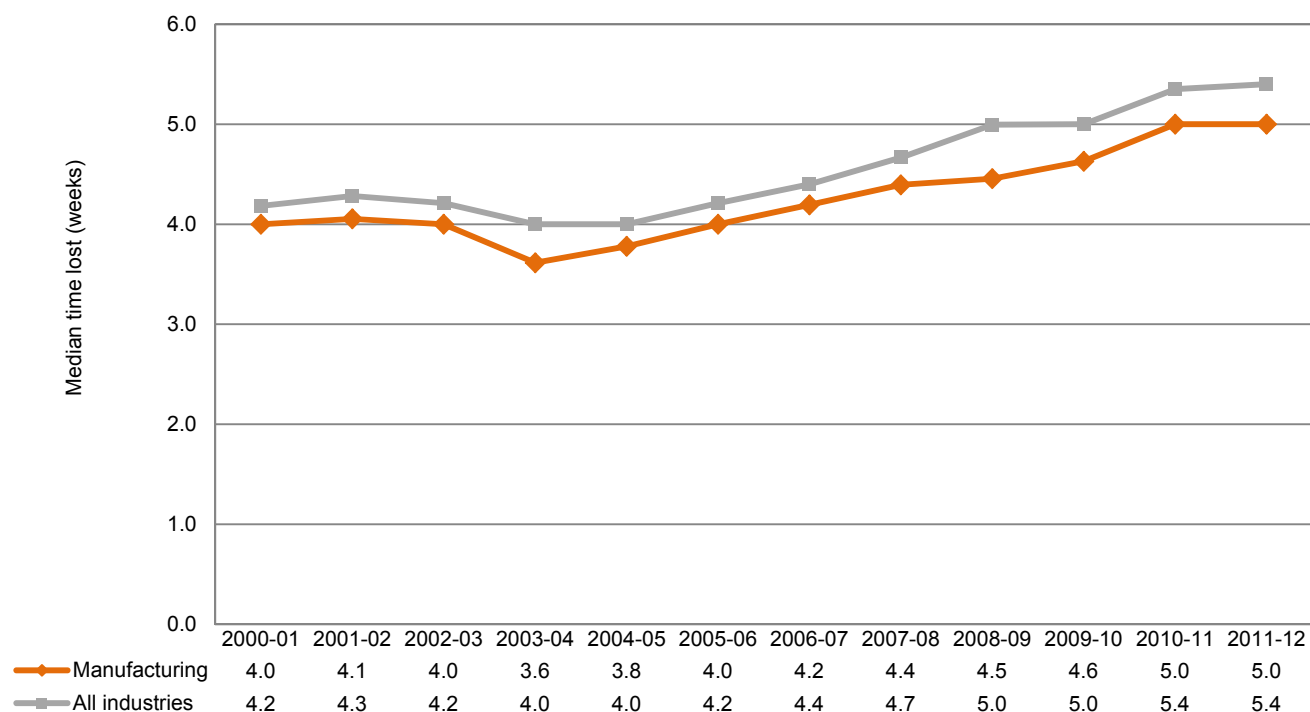
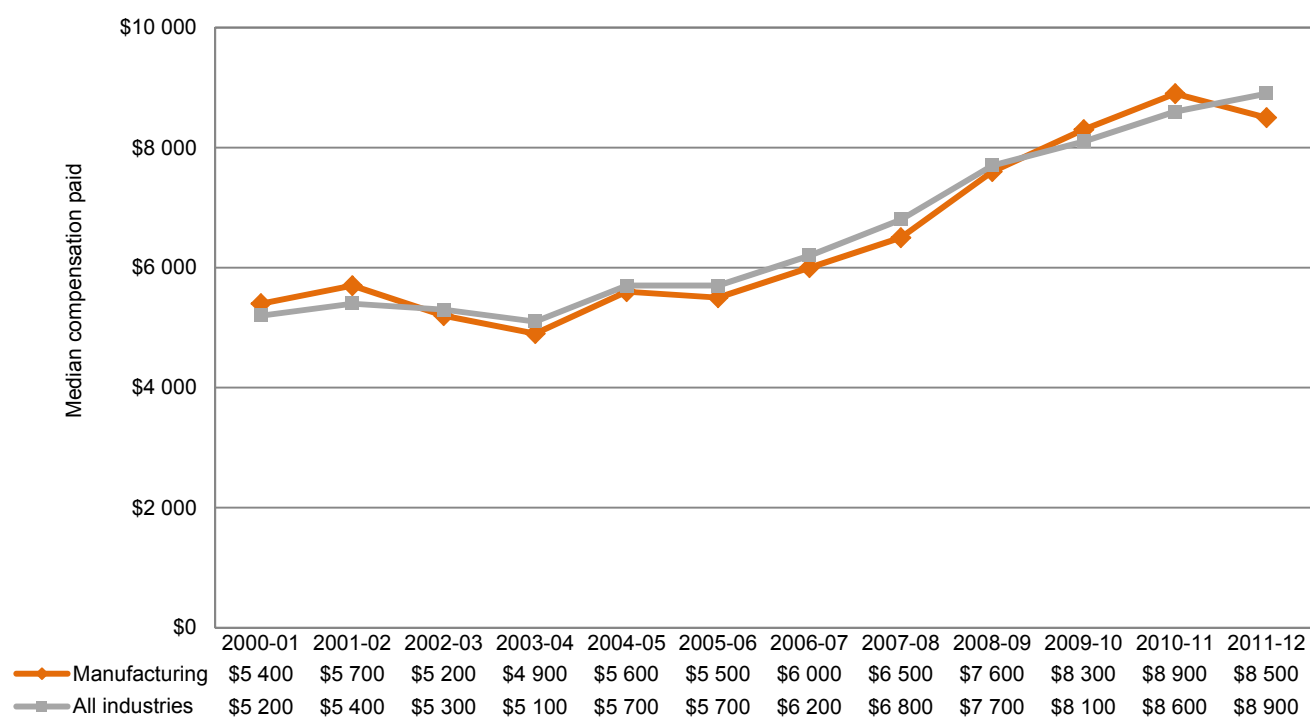


Figure 22: Manufacturing industry: median compensation paid, 2000–01 to 2011–12



- The trends over time in median time lost and median compensation paid for serious claims in the Manufacturing industry are similar to the trends for all industries.



Glossary

Age

The age of the employee at the time of injury or the date when the disease was first reported to their employer.

Bodily location of injury or disease

The part of the body most seriously affected by the most serious injury or disease incurred by the employee.

Breakdown agency of injury or disease

The object, substance or circumstance principally involved in, or most closely associated with, the events that culminated in the most serious injury or disease.

Disease

A condition resulting from repeated or long term exposure to an agent or event. The concept aligns with the definition of occupational disease as resolved by the 16th International Conference of Labour Statisticians: 'a disease contracted as a result of an exposure over a period of time to risk factors arising from work activity' (International Labour Organization 1998).

Employee

The ABS defines employee as 'a person who works for a public or private employer and receives remuneration in wages, salary, a retainer fee from their employer while working on a commission basis, tips, piece-rates, or payment in kind; or a person who operates his or her own incorporated enterprise with or without hiring employees' (ABS 2007).

In calculating incidence rates, Safe Work Australia uses an estimate of the number of jobs worked by employees. Employees with more than one job (multiple jobholders) face exposures to distinct risks of injury and disease in each separate job. The ABS therefore supplies Safe Work Australia with derived estimates of employee jobs for use as the denominators in calculating incidence rates (see Explanatory note 11). The employee count is an estimate of how many jobs were worked by people classified as an employee in their main job on average over the reference period.

Frequency rate

The number of serious claims per million hours worked by employees calculated using the following formula:

$$\frac{\text{Number of serious claims}}{\text{Number of hours worked annually}} \times 1\,000\,000$$

Incidence rate

The number of serious claims per 1000 employees calculated using the following formula:

$$\frac{\text{Number of serious claims}}{\text{Number of employees}} \times 1\,000$$

Hours worked

The ABS supplies Safe Work Australia estimates of the total hours actually worked by all employees in the reference period. These estimates provide a measure of the time that employees are exposed to work-related risks. Hours worked does not include paid leave such as annual leave or sick leave.

Hours usually worked

The number of hours the employee/claimant usually works in a week, whether full-time or part-time as defined by the jurisdiction for compensation purposes.

Industry

The industry of the employer of the employee making the claim as coded to the Australian and New Zealand Standard Industrial Classification (ANZSIC), 2006 (see Explanatory note 5).

Injury

A condition resulting from a single traumatic event where the harm or hurt is immediately apparent, for example, a cut resulting from an accident with a knife or burns resulting from an acid splash. The concept aligns with the definition of occupational injury as resolved by the 16th International Conference of Labour Statisticians 'any personal injury, disease or death resulting from an occupational accident' which is defined in turn as 'an unexpected and unplanned occurrence, including acts of violence, arising out of or in connection with work which results in one or more workers incurring a personal injury, disease or death' (International Labour Organization 1998).

Mechanism of injury or disease

The action, exposure or event that directly caused the most serious injury or disease incurred by the employee.



Median

The central value of all observations in the population ranked from smallest to largest for the relevant property. In other words, one half of the observations are higher than the median and one half lower. For even numbers of observations, the median is the average of the two middle values.

Because a small number of uncharacteristically long absences or high payments can skew the average (mean), in this publication, median payment and median time lost from work of serious workers' compensation claims approximate to a 'typical' claim (see Explanatory notes 3 and 4).

Nature of injury or disease

The nature of injury or disease classification provides the framework for coding the most serious injury or disease sustained or suffered by the employee.

Occupation

The occupation of the employee making the claim as coded to the Australian and New Zealand Standard Classification of Occupations (ANZSCO), First Edition (see Explanatory note 6).

Payment

Payments include compensation paid to claimants for: benefits paid to an employee or the employee's surviving dependents; outlays for goods and services such as medical treatment, funeral expenses, rehabilitation services; non-compensation payments such as legal costs, transport and interpreter services; and common law settlements, which may incorporate estimates of future liability and indirect costs such as loss of productivity.

Reference year

The reference year is defined as the financial year in which a claim was lodged.

Serious claim

A workers' compensation claim for an incapacity requiring an absence from work of one working week or more, lodged in the reference year, and accepted for compensation by the jurisdiction by the date the data are extracted for publication. Claims in receipt of common law payments are also included.

Claims arising from a journey to or from work or during a recess period are not compensable in all jurisdictions, and are excluded from the analysis in this publication.

Compensated fatalities are not included in the definition of serious claims. Safe Work Australia produces several reports that provide information on the circumstances of work-related deaths in Australia. The most up-to-date figures are available on the Safe Work Australia's online worker fatalities statistics page.

The most comprehensive source of information on work-related injury fatalities can be found in the Work-related Traumatic Injury Fatalities reports. These reports are based on information from a number of sources (workers' compensation data, coronial information, notifiable fatalities and the media) and are usually available six to 12 months after the reference period.

Time lost

The number of compensated hours an employee was absent from work.

Working week

The number of working weeks lost is calculated by dividing the amount of time lost by the hours usually worked per week by the employee. Claims requiring one working week or more of time off are classified as serious claims (see Serious claim).



Explanatory notes

1. Scope and coverage

The statistics presented in this publication are compiled annually from serious claims made under the state, territory and Commonwealth Government workers' compensation Acts. The data shown for the 2012–13 financial year refer to all accepted claims for which payments were made (apart from payments for goods and services, such as medical treatment) lodged from 1 July 2012 to 30 June 2013, extracted as at 30 November 2013.

The statistics in this report do not cover all cases of occupational injuries and diseases for the following reasons:

- Fatalities and occupational injuries and diseases involving temporary incapacity and resulting in an absence from work of less than one usual working week are excluded.
- Claims arising from a journey to or from work or during recess periods are excluded.
- While general state, territory and Commonwealth Government workers' compensation legislation provides coverage for the majority of employees, some specific groups of workers are covered under separate legislation. Claims lodged by police in Western Australia and military personnel of the Australian Defence Forces are not included in this publication.
- Most mesothelioma cases (associated with work-related exposure to asbestos) are compensated through mechanisms other than workers' compensation. Consequently mesothelioma claims in this publication are known to be understated.
- Workers' compensation schemes do not generally provide coverage to self-employed workers, resulting in an understatement of the number of work-related injuries and diseases of workers employed in industries where self-employed workers are common. These industries include Agriculture, forestry & fishing, Construction and Transport, postal and warehousing. Large proportions of Managers and Technicians & trades workers are also self-employed. Estimates of jobs and hours used as denominators in calculating incidence and frequency rates include only those worked by employees eligible for workers' compensation.

2. Age of employee

The age of the employee used in this report is derived from their date of birth and the date on which the injury occurred or the disease was first reported to the employer. Data related to the open-ended age group 65 years and over should be used with caution as claims can be made by persons no longer in the workforce particularly for diseases related to exposure to substances while working. The employee estimates used in this publication only count persons currently working. It is possible that incidence and frequency rates shown in this publication for this age group overstate the actual rates.

3. Time lost from work

Time lost figures shown in this publication are measured in working weeks lost from work and exclude estimates of future absences.

Time lost from work comprises the total period of time for which compensation was paid — the time lost is not necessarily continuous, and may occur over a number of separate periods. Where an employee returns to work on a part-time basis they may continue to receive pro-rata payments and the total number of hours for which compensation has been paid is included in calculating time lost.

This report does not display median time lost for claims lodged in the preliminary year as they are likely to be open and the claimant may have more time off in the subsequent year.

4. Payments

Median payments are rounded to the nearest \$100 in this publication. Medians are used in preference to averages because a few long-term claims involving large compensation payments can skew the average. It is not possible to calculate total payments by multiplying the median payment by the number of claims.

The calculation of median payments excludes serious claims where only payments for goods and services, such as medical treatment, have been compensated.

This report does not display median payments for claims lodged in the preliminary year as they are likely to be open and still accruing payments.

5. Industry classification

The industry shown in this publication is the industry of the establishment that formally employs the claimant, classified to the Australian and New Zealand Standard Industrial Classification (ANZSIC), 2006 (ABS Cat. No. 1292.0).



As industry is defined using the industry of the employer, a claim made by a person employed under labour hire arrangements is coded to the Labour supply services industry class (ANZSIC code 7212), which is in the Administrative and support services industry. Industry of employer will be different to Industry of workplace for a range of workers.

The denominators used to calculate rates are primarily based on ABS Labour Force Survey (LFS) data. Some respondents to the LFS do not provide enough information to code the industry of their employer to the most detailed level of the classification. In these cases industry is coded to a less detailed level. For the purposes of this analysis, such records are assigned to a detailed category on a pro-rata basis in accordance with the proportions in the dataset of those coded to that level of the classification (see Explanatory note 11).

The ABS recently reviewed the methodology used to estimate the number of employees covered by workers' compensation. The incidence and frequency rates shown in this publication from 2005–06 onwards are based on the new ABS estimates. Estimates for previous years have been adjusted to allow continued time series analysis, however, caution should be used especially when viewing movements at lower levels of the classification.

In addition, denominators used in calculating rates at detailed levels of the industry classification have larger standard error than those used at higher levels. This means that rates for industry groups may be less reliable than those for industry divisions and subdivisions.

6. Occupation classification

The occupation of the claimant is classified to the Australian and New Zealand Standard Classification of Occupations (ANZSCO), First Edition (ABS Cat. No. 1222.0).

The denominators used to calculate rates are primarily based on ABS LFS data. Some respondents to the LFS do not provide enough information about their jobs to code occupation to the most detailed level of the classification. In these cases occupation has been coded at a less detailed level. For the purposes of this analysis, such records are assigned to a detailed category on a pro-rata basis in accordance with the proportions in the dataset of those coded to that level of the classification (see Explanatory note 11).

The ABS recently reviewed the methodology used to estimate the number of employees covered by workers' compensation. The incidence and frequency rates shown in this publication from 2005–06 onwards are based on the new ABS estimates. Estimates for

previous years have been adjusted to allow continued time series analysis, however, caution should be used especially when viewing movements at lower levels of the classification. Denominators used in calculating rates at detailed levels of the occupation classification have larger standard error than those used at higher levels. This means that rates for occupation minor groups may be less reliable than those for occupation major and sub-major groups.

7. Type of occurrence data

Details of the 'description of the occurrence' reported on the workers' compensation claim have been reported using the Type of Occurrence Classification System, Third Edition, Revision 1 (TOOCS 3.1).

The five variables used to describe the type of occurrence are:

- nature of injury or disease
- bodily location of injury or disease
- mechanism of injury or disease
- breakdown agency of injury or disease, and
- agency of injury and disease.

See the Glossary for the definitions of these variables.

8. 'Not stated' data

A number of claims have not been fully coded for the various classifications used in this publication due to insufficient information being provided at the time of the claim. The main data items affected are occupation, industry and type of occurrence. Where there is a significant number of incompletely coded claims, they may be separately identified in tables and graphs in residual categories like 'Other and unspecified'. These claims are always included in the total number of claims.

9. Confidentiality

Claim numbers in this publication are rounded to the nearest 5. This helps protect confidential information about employers and employees. Due to rounding, differences may appear between the reported totals and the sum of the row or column values. Rates and proportions are calculated on unrounded claim numbers.

10. Time series analysis

Comparison of preliminary 2012–13 financial year data with previous years should be conducted with caution. The data shown for 2012–13 are preliminary (denoted by 'p'). Data from previous years are more likely to



have been finalised and are therefore generally more accurate and comprehensive than the most recent year's data. Accordingly, time series analysis excludes the preliminary data.

In addition, when analysing trends over time, consideration needs to be given to legislative changes that may have been made within certain jurisdictions during the period being investigated. The current workers' compensation arrangements can be found in the following report published on the Safe Work Australia website: Comparison of workers' compensation arrangements, Australia and New Zealand.

11. Denominator data used to calculate incidence and frequency rates

Estimates of the number of employees and hours worked for each Australian workers' compensation jurisdiction are supplied annually by the ABS. The ABS provides two sets of estimates for each jurisdiction: one split by sex, age and industry and the second by occupation. This restricts presentation of incidence and frequency rates to the categories that ABS data support (i.e. it is not possible to calculate rates by occupation within an industry).

The denominator data are derived principally from the LFS, adjusted to account for differences in scope between the LFS and workers' compensation coverage. The largest adjustment is for workers who have more than one job. Because a person holding two or more jobs (a multiple jobholder) may lodge a workers' compensation claim with respect to an illness or injury incurred in any of those jobs, a count of jobs is a more appropriate denominator than a count of persons in calculating incidence rates. The multiple jobholder adjustment adds around 5% to the number of employees in the LFS. Other adjustments aim to ensure correct industry of employer coding for employees working under labour hire arrangements.

In 2008, the ABS conducted a review of the methodology used to calculate the number of employees in each industry and the number of hours worked by each employee. After the review the ABS implemented a number of changes to their methodology, which increased their estimates. As the ABS could only supply new estimates back to 2005–06, estimates for earlier years were adjusted based on the movement between the old and new estimates for 2005–06 to avoid a break in the time series. Publications from 2007–08 have used these new estimates. Comparison with previous publications should therefore not be made.

The major change to the estimates following the review was in the industry coding of 'jobs other than

the main job' of multiple job holders. Where previously the second job was combined into the industry of the first job, these have now been separated to be shown in the industry in which the employee works in each separate job. This has resulted in changes to the incidence and frequency rates in some industries. In particular, a decrease in employee estimates occurred in Public administration and safety, Manufacturing and Health care and social assistance as these were the industries where a greater proportion held a second job. An increase occurred in Arts and recreation services and Accommodation and food services as these were the industry divisions where the second job was most commonly worked.

While the ABS is able to adjust the employee estimates to account for the industries where the second job was worked, it is unable to adjust the hours worked in a similar manner. All hours worked have been allocated to the industry of the main job.

Because eligibility for workers' compensation varies from jurisdiction to jurisdiction, further adjustments are necessary. The most significant adjustments are:

- Police in Western Australia, who are covered by a separate scheme that does not report to Safe Work Australia, are excluded from the denominators.
- Under the Queensland legislation, Owner-managers of incorporated enterprises (OMIEs), who are included in the standard definition of 'Employee', have the option of purchasing workers' compensation insurance for themselves. Based on 2006 Census data, some 10% of employed persons in Queensland were OMIEs, an unknown number of whom were covered by workers' compensation. This population has been excluded from the denominators, and claims have been excluded from the numerators.

Differences in movements between incidence and frequency rates occur because of differences in the two measures. The employee estimate is a head count of all employees who were employed during the reference period. This measure does not take into account the proportion who were not at work and therefore not at risk on any given day. The frequency rate however is a measure of exposure per actual hour of work. This measure also reflects that many workers work on a part-time basis.

12. Adjustment of Victorian and South Australian data

Safe Work Australia uses one working week of time lost as the cut off point for the classification of temporary claims as serious. This cut off point was



chosen because most jurisdictions have an employer excess of one week or less. Since claims with a duration of absence of at least one week are generally processed by the workers' compensation authority, the use of a one week cut off ensures comparable data are provided from all jurisdictions and an accurate national estimate can be produced.

However, under the Victorian workers' compensation scheme the employer can be liable for the first 10 working days lost by the injured employee (for an employee working two days per week, for instance, that would amount to five weeks' pay), plus the first \$582 (as at 1 July 2010) of medical services, unless the employer has elected the Excess Buyout option. Since information on claims paid solely by employers are not always provided to the workers' compensation authority, the national count of serious claims is affected.

To correct for this under-counting, Victorian claims of one to two weeks duration are increased by a factor to represent the 'missing claims'. The factor is calculated by comparing the percentage of claims of one to two weeks' duration reported for Victoria with the percentage of one to two week claims reported by all other Australian jurisdictions at the industry division level and by Nature of injury or disease. The factoring makes the percentage of claims in each industry and nature group in Victoria match the Australian average for claims of this duration. The factoring increases Victorian claims by around 20% and the Australian count by less than 3%.

While South Australia also has a 10 day excess, workers' compensation premiums are calculated per employee for all claims lodged by an employer in the year. This encourages employers to provide information on claims of short duration to the workers' compensation authority.

Due to reporting changes within the South Australian scheme, information relating to compensation and time lost during the employer excess period is not available. Because of this, a factor is calculated for South Australian one to two week claims using the same methodology as discussed above for Victoria.

13. Reliability of the data

The statistical data in this publication are subject to two sources of error.

Non-sampling error

Non-sampling error may occur in any statistical collection during data reporting, recording and processing and can result from one or more of the following:

- deficiencies in data collecting forms
- incorrect recording of answers by the respondent or the processing agency
- inaccurate coding
- non-response or omitted cases
- errors in collection procedures, and
- errors in data entry, editing and processing.

Non-sampling error may affect both the numerator and denominator data. It is difficult to quantify non-sampling error.

Sampling error

Sampling error is a measure of the variability that occurs by chance because a sample, rather than the entire population, is surveyed. The likelihood of a difference between the findings and the real effect occurring in the population is determined by measuring standard error. Standard error indicates the extent to which an estimate might have varied from the real effect in the population by chance because only a sample of that population was selected for testing. Sampling variability is usually expressed as a percentage of the estimate to which it refers—relative standard error (RSE).

In this publication, the denominator data used in calculating incidence and frequency rates are the only data that are subject to sampling error. When the incidence and frequency rates have high relative standard errors, the tables are annotated with one asterisk (*) to indicate an RSE of the denominator of 25% or more and two (**) if the RSE is 50% or greater.

In general, at the aggregate level at which most of the data in the report are presented, high RSEs are rare. However, readers should note that rates relating to groups with relatively small numbers of employees are likely to have comparatively high RSEs and should therefore be viewed with caution.



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